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Computing in the know

Plus

- How To Set Up Automated Backups For All Your Files
- The Dark Side Of Online Nostalgia
- How Someone Could Be Tracking Your Phone

HOW MUCH IS YOUR COMPUTER WORTH?

FROM 8-BIT MACHINES TO OLD PCS – IS YOUR COMPUTER A GOLDMINE?

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Welcome

From the Editor

I may contact Guinness World Records to see if they will recognise Jane Hoskyn's achievement in this issue's Cover Feature, because I doubt anyone has ever unticked as many software boxes in 24 hours as she did. It may not have been as entertaining to watch as Olga Liashchuk crushing three watermelons between her thighs in a record 14.65 seconds (www.snipca.com/20687), but it will prove incredibly more useful.

We're not saying you should avoid the programs we mention in the feature. On the contrary – they are all excellent. But these days even reputable software can contain lots of pointless junk. Sadly, it's becoming clear that the only things you can be certain of in life are death, taxes, and pre-ticked boxes when installing programs.

Daniel Booth
editor@computeractive.co.uk

PS: We've introduced a new section in this issue, called 'Is it Worth the Money?'. Every fortnight we'll test a paid-for service, program or app, starting with the Ordnance Survey's Maps app. See page 57.

THIS ISSUE IN NUMBERS

39%
Proportion of people over 75 who use the internet – *p8*

10Mbps
Maximum broadband speed you can now demand – *p7*

£79m
How much profit Apple makes *every day* – *p74*

HOW TO USE SNIPCA URLs

We use snipcas to turn long URLs that are hard to type into ones that are short and simple. They aren't websites themselves, which means they won't be recognised if you type them into Google. Instead, you need to type them into your browser address bar, then press Enter. Doing this will take you to the correct website.

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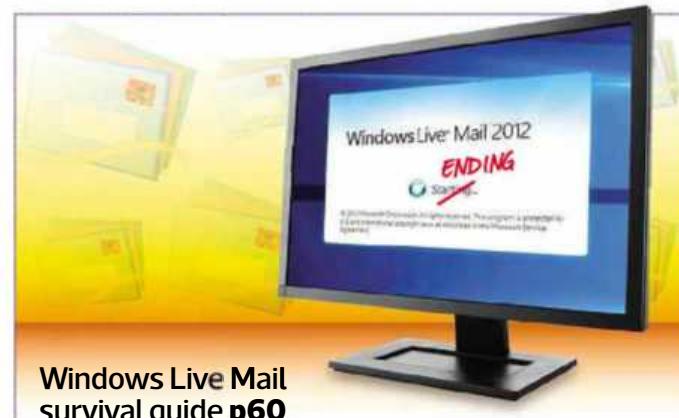
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Computer act!ve
BUY IT!
★★★★★

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★★★★☆

2:00
Outstanding

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Computer act!ve
GREAT PICK
★★★★☆

Reviews

Workshops & Tips
14 pages of brilliant workshops and expert tips

Microsoft backtracks over latest W10 upgrade 'trick'

Microsoft has been forced into a U-turn following a backlash over its latest Windows 10 upgrade message, which was tricking some people into downloading the operating system.

The controversy surrounds a message that tells you when your upgrade is scheduled to begin. What's enraging people is that clicking the top-right 'x' to close the box – one of the most common actions performed on a PC – tells Microsoft that you've agreed to the upgrade (see screenshot).

To compound users' frustration, Microsoft wasn't telling them that this action confirmed the upgrade, causing confusion when Windows 10 started to download.

Two other options on the message – 'Upgrade now' and an 'OK' button – also agree to the download. The only way to postpone the upgrade is to click 'here' – highlighted in blue – in the line 'Click here to
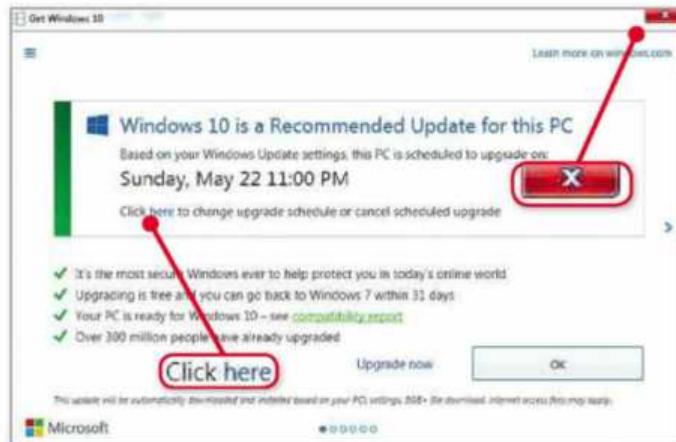
change upgrade schedule or cancel scheduled upgrade'.

Following complaints that accused Microsoft of "dirty tricks", the company has confirmed users will now be given the option to cancel the upgrade after clicking the 'x'.

The company told the BBC that based on "customer feedback" it has added "another notification that confirms the time of the scheduled upgrade and provides the customer an additional opportunity for

cancelling or rescheduling the upgrade".

But some experts have called for Microsoft to go further and add an unambiguous 'No, I don't want to upgrade' button.

'I need more time'

The anger over the 'x' button followed initial annoyance at the tone of the message, in which Microsoft assumes that you want Windows 10, and has therefore set a time for the download to begin.

Microsoft responded to the

COMMENT

We've always thought that Microsoft's upgrade messages were obscene, but this one is positively x-rated. The company knows that clicking the 'x' at the top right of messages is the type of action PC users perform without thinking. And it also knows that closing these boxes has never meant you're automatically agreeing to what they contain. Microsoft isn't just changing this convention, it's abusing it. We remain confident that most people will like Windows 10 should they upgrade, but Microsoft must cease these cynical tricks.

criticism by writing an article explaining your options: www.snipca.com/20767. The company said that should you click the 'x' "you're all set for the upgrade and there is nothing further to do". But this wasn't made clear until Microsoft's U-turn.

The article also contains advice on how to reschedule the upgrade using the 'Get Windows 10' app (also called GWX). Should you do this, you'll receive a reminder 15 minutes before the upgrade is due to begin. If this arrives at an inconvenient time, you can reschedule again by clicking 'I need more time'.

START MENU ADVERTS TO DOUBLE

Windows 10 users will be pestered by more adverts in the Start menu when the Anniversary Update arrives later this summer. Microsoft has revealed plans to increase the number of 'promoted apps' – as the company calls them – from five to 10. Clicking an app takes you to its page on the Windows Store.

Microsoft broke the news during a presentation to hardware developers, saying

that the promoted apps are intended to "introduce users and expose them to the Windows Store".

You can block some Start menu adverts by clicking Start, Settings, Personalisation, then Start and switching off 'Occasionally show suggestions in Start'. Next, open the Windows Store app, click on your account, choose Settings and switch off 'Show products on tile'.

Norton antivirus flaw 'as bad as it gets' – so update now

Symantec has urged users of its Norton antivirus to update the software, after it was found to contain a huge security flaw.

Google security researcher Tavis Ormandy discovered a vulnerability that, if exploited by hackers, could allow them to take control of a computer. An attack would be devastatingly simple to carry out – the hacker would just need to email a file to a computer to gain access to it. The victim wouldn't even need to open the email.

Ormandy said that a flaw on this scale "is about as bad as it can possibly get". Symantec responded by fixing it with an update (called CVE-2016-2208). To get this, Norton users should update their antivirus through Symantec's LiveUpdate tool (the company provides instructions at www.snipca.com/20764 – see screenshot). The company tried to reassure users by
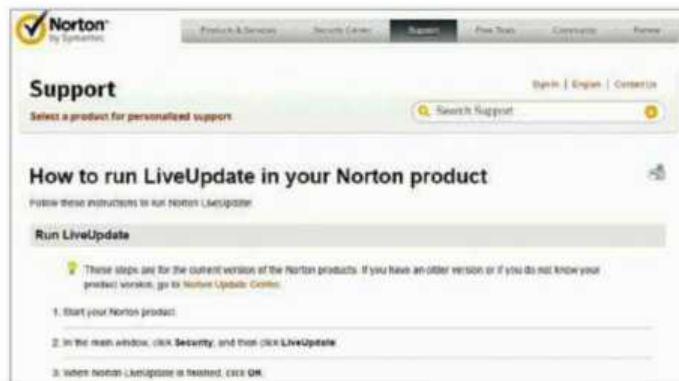
saying that it wasn't aware of hackers exploiting the flaw.

Ormandy works for Google Project Zero, a team of security experts that look for bugs known as zero-day flaws - so-called because once they are made public, the software's developer has 'zero' days to fix them before hackers can take advantage.

When the researchers find a vulnerability, they give the company responsible a 90-day deadline to release a fix. If this doesn't arrive in time, they publicly reveal the flaw,

allowing hackers to pounce. Some security experts have called this policy deeply irresponsible.

Project Zero's biggest scalp came two years ago when it shamed Microsoft about not fixing a flaw in Windows 8.1. Google's researchers said they told Microsoft about the problem on 30 September 2014, but were still waiting for a fix 90 days later. Microsoft eventually fixed the flaw in mid-January, two weeks after Project Zero exposed it online.

Every home must be able to get 10Mbps, says Government

Every household will have the legal right to fast broadband, the Government confirmed in the Queen's Speech.

As part of its Digital Economy Bill the Government will introduce a Broadband Universal Service Obligation, guaranteeing every home and business speeds of 10Mbps by 2020.

Ofcom will have the power to increase the minimum speed to "make sure it is still sufficient for modern life".

The Government said that the Bill will "make the UK a world leader in digital provision", and ensure that

technology will "ceaselessly" transform the country.

However, communities in the most remote areas may need to contribute to the cost of getting broadband installed,

as well as "request" it to prove there is demand for it.

Some in the broadband industry criticised the plans for not going far enough. "Realistically, even if the Government's plans are pushed through, it could still take up to five or six years to roll out superfast fibre broadband," said Paul Evans, CEO of Boosty, a service that increases broadband speeds using 3G and 4G.

The Bill also states that customers should receive automatic compensation when their broadband service is unavailable.

Rise in over-75s using the internet – but 25% of disabled miss out

More people aged over 75 are using the internet, according to a new survey from the Office for National Statistics (ONS), but the figure remains relatively low.

In its 2016 survey measuring internet use the ONS said that since 2011, when it started collecting data, the percentage of people aged over 75 who go online has doubled to nearly 39 per cent.

However, that contrasts sharply with the percentage of people aged between 16 and 24 who go online – a remarkable 99 per cent. The percentage of regular internet users drops with every age group – 74 per cent of those aged 65-74 use the web.

Older men are more likely to go online than women. In 2016, 47 per cent of men aged over-75 have used the web "recently", compared with 33 per cent of women in that age group.

The ONS said that overall internet use is growing in the UK. So far in 2016, 88 per cent of adults in the UK (just under 46 million) have used the web, up from 86 per cent in 2015.
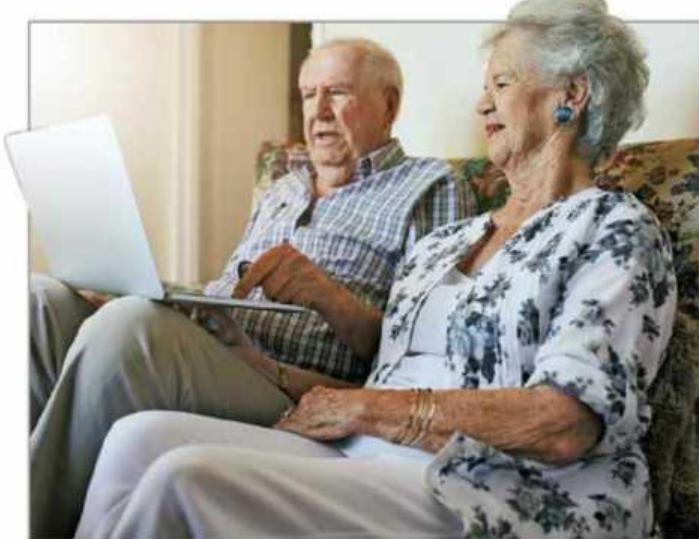
Seventy-five per cent of disabled people have used the internet in 2016, a two-per-cent annual rise. Despite this Mark Atkinson, chief executive of disability charity Scope, said it was "shocking" that 25 per cent of disabled people still didn't access the web.

He said: "Digital access has the power to make life cost less. Many people go online to compare the best consumer deals and offers".

With 91 per cent, London has the most internet users. Northern Ireland comes bottom, with 82 per cent.

You can read the ONS's survey at www.snipca.com/20697.

Do you know someone who has never been online? Let us know: letters@computeractive.co.uk

Porn sites to check users are 18+

Pornography websites will have to check that users are aged 18 or over, under new Government regulations announced in the Queen's Speech in May.

David Cameron says the rules, which form part of the Digital Economy Bill, will reduce the amount of harmful content children can see online. The Government says that one in five children aged 11-17 had been "shocked or upset" by seeing sexually explicit content online.

It's not clear how websites would verify the age of users, but they could ask them to register with their credit-card details. Gambling websites already do this to confirm users are 18.

The Government has previously said that if sites fail to comply, they could be banned from displaying adverts on their site, or even shut down. However, critics of the proposal question how the Government would prevent foreign-based porn sites from operating in the UK.

Children's charities have welcomed the bill. The NSPCC said that online porn was giving some children a "warped view of sexual relationships" and called for "strict age-verification rules".

The Conservatives pledged to introduce age checks in their 2015 election manifesto. It's unlikely to face a challenge from Labour when it goes to Parliament.

The world's gone mad!

Should midwives be retrained to learn Facebook's privacy settings? It would have saved the embarrassment of Fakamalo Kihe Eiki, who used the site to live-stream his wife giving birth in a California hospital. He thought only his relatives in Tonga could watch, but he'd accidentally made the broadcast public, generating an audience of thousands. Over 400,000 people have now watched the video (you can too, if you must: www.snipca.com/20695).

Get five years of Windows 7 updates in one download

Microsoft has released a special Windows 7 update that contains all the changes made to the operating system since Service Pack 1 was released in February 2011.

Officially called the 'Windows 7 SP1 Convenience Rollup', it contains over 1,000 updates, including many security fixes. Should you reinstall Windows 7 or install it on a new PC, you can apply the one-off update rather than download hundreds of separate updates.

Microsoft classifies the update as "optional", which means it won't be installed automatically – you'll need to do so manually from the Microsoft Update Catalog: www.snipca.com/20747 (see screenshot). However, this site works only in Internet Explorer 11.

During installation the update will temporarily take up around 4GB of space
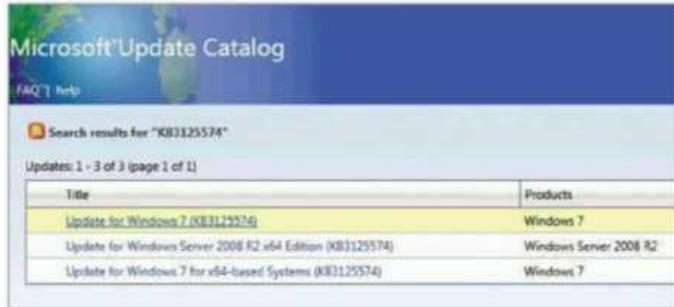
on your PC, though this will be reduced to 2GB once you restart. Microsoft also said that antivirus software installed on your PC may "interfere" with the update (read more on the company's site: www.snipca.com/20741).

The update was announced alongside news that Microsoft will soon start issuing regular monthly updates for Windows 7 and 8.1 in order to "simplify" the process.

The company said that it will now "roll up" all non-security updates in one monthly package, instead of

releasing them when they become available. Microsoft claims that this will "improve the reliability and quality" of its updates.

Security fixes will continue to be released on the second Tuesday of every month, or as emergency updates.

If your updates are set to be delivered automatically, you don't need to do anything to receive them every month.

● **We'll explain how to download the 'Convenience Rollup' in more detail in our next issue – out Weds 22 June**

Download your ebooks now – or lose them forever

Waterstones has stopped selling ebooks and audiobooks online, after poor sales.

Anyone who has bought ebooks or audiobooks through Waterstones' website must download them before 13 June to keep access to them.

The book retailer announced the decision online (www.snipca. com/20737) along with instructions on how customers can download audiobooks.

Ebook customers will be able to move their libraries to Kobo (www.kobo.com), ensuring that they won't lose any books they've bought.

From 14 June Waterstones will email customers explaining how to do this.

Waterstones has struggled to make money from ebooks, and said that Kobo would provide "an excellence of service we ourselves are unable to match".

Many customers complained that buying ebooks from Waterstones was too difficult. They had to download a file and then transfer it to an e-reader, or use a phone or tablet app – much more complicated than downloading ebooks on Amazon to read on a Kindle.

Waterstones' decision to

stop selling ebooks reflects the revival of physical books, sales of which rose by three per cent in Britain in the first half of 2015 compared with the same period a year earlier.

The retailer signalled last October that it may cease selling ebooks when it stopped stocking the Kindle in its stores, following sales figures it described as "pitiful".

CHECK YOUR BROADBAND SPEED VIA NETFLIX

Netflix has launched a website that checks your broadband speed in an instant. The TV-streaming service says it wants to provide a simple way for people to "estimate the speed their ISP is providing". To use it, just visit https://fast.com. Your speed will automatically appear on screen. It's part of Netflix's campaign to highlight the ISPs with the fastest speeds (see also its Speed Index: https://ispspeedindex. netflix.com).

HUGE PRICE RISES FOR TEXTING PHOTOS

Mobile network Three has more than doubled the cost of sending multimedia messages (MMS), which are phone texts that contain photos or videos. From 13 June it will charge 40p, up from 17p, making it more expensive than O2 (35p), but cheaper than Vodafone (45p). In announcing the rise (www. snipca.com/20736) Three suggested that "to keep costs at bay" customers should send photos and videos using WhatsApp and Skype.

BEWARE NEW 'WHATSAPP GOLD' SCAM

WhatsApp users have been warned about a new scam that tempts them with the promise of a limited edition 'Gold' version of the messaging app. Criminals are sending messages to phones claiming that by upgrading users will gain access to new features such as video chats, and sending 100 photos in one go. But tapping the link to upgrade leads to a website that infects the device with malware.

Named & Shamed

Jane Hoskyn puts the boot into tech villains, jargon-spouting companies and software stuffed with junk

Villain of the Fortnight
Advert blockers

'Read and change your data'

You'd never knowingly let anyone mess with your browsing data, nor would any trustworthy tool request it. However, that's exactly what the web's most popular advert-blocking tools are now demanding.

In May, users of AdBlock (https://get adblock.com) reported Chrome pop-ups warning that the extension wanted to 'Read and change all your data on the websites you visit'. Chrome disabled AdBlock automatically, and gave users the option to re-enable it or remove it.

I tried installing other advert-blocking Chrome extensions, including Adblock Plus (https://adblockplus.org) and Adguard AdBlocker (https://adguard. com), and found they all demanded the same permissions. A quick web search finds users of Firefox and Safari expressing similar worries.

To block or not?

At the time of writing, reports of these scandalous permission requests are still buzzing around the internet but advert blockers remain as popular as ever. Adblock Plus claims a user base of "over 50 million" and AdBlock "over 40 million". AdBlock's Chrome Web Store listing (www.snipca.com/20698) has – when I looked – 187,509 user reviews, with an average 4.5 star rating.

Without ad blockers, today's web would be a visual assault of flashing banners, pop-ups, un-skippable videos and more, rendering many sites unusable. What's more, tools like Adblock Plus can prevent sites from tracking you, block malicious sites and remove Facebook's annoying 'Like' buttons.

Is this popularity being taken for granted by ad blockers - and being used to demand permissions that undermine

Add any advert-blocking extension to Chrome, and it will demand permission to 'Read and change all your data on the websites you visit'

your privacy? No, says AdBlock, as it tries to calm everyone down with this Help article: www.snipca.com/20699.

The article explains that advert blockers must 'read' (access) pages to spot adverts, and 'change data' to remove adverts. OK, that makes sense – but the actual wording is 'change *all* your data on the websites that you visit', and that really worries me.

Until these permissions are re-worded or changed, I'm disabling my Adblock Plus. Sadly, the web without it is a horrible place, so I'm not sure how long I'll survive before I go crawling back.

What *are* they talking about?

What they say

Microsoft (www. snipca.com/20688)
"We've heard your feedback and... the interstitial page will be removed by default. IE11 will simply load on top of Microsoft Edge with no extra visual affordances, helping your users more quickly complete tasks".

What they mean

You won't see an extra page when opening Internet Explorer (IE) sites in Edge.

Junk Offender
PowerISO

ISO-creation tools are becoming increasingly popular. Programs like WinToUSB Free 3.0 (www.snipca. com/20590, see Best Free Software, page 19) let you create an ISO file of your old XP or Windows 7 operating system, or even copy Windows 10 to another PC. It's a fiddly process, but that can be the least of your worries.

Take PowerISO (www.poweriso. com). Clicking Download opens an 'optional' offer for Search Manager (see screenshot), a Chrome extension I recommend you avoid like the plague. Click Skip, and up pops a box urging you to reconsider (I'm actually getting a

bit angry now). Click Skip again, then run the installer, and you're confronted with a pre-ticked 'Bing powered Chromium browser' (ugh, no thanks) and a very sneaky 'I agree to install my choices above' box. I unticked it, only to be greeted by two more PUPs with no tick boxes. Sometimes you know when to click Cancel and get the heck out of an installer. Go nowhere near it.

✉ Want to nominate a villain of the fortnight? Email us at editor@computeractive.co.uk

Is FindFace the death of privacy?

A disturbing new app can identify you from a photo taken in public

Visit any tourist attraction and you run the risk of inadvertently appearing in someone else's photo. They may not have captured your best side, but there's usually little else to worry about. They certainly won't be able to use the photo to identify you. At least, not yet.

But that's precisely what will happen should the terrifying FindFace arrive in the UK. Launched in Russia two months ago, it's a facial-recognition phone app that lets users take a photo of a person in public, then search online to identify them (see screenshot). It's legal, easy to use, and extremely popular, having gained 500,000 users since launch. Nearly 3 million searches have been made, and they are very accurate, finding the correct person 70 per cent of the time.

photograph them, find their identity, and then send them a friend request". The prospect of being stalked in this way will horrify most, but it may appeal to the millions of under-30s who have grown up in the internet age, and are less anxious about privacy.

The potential for abuse was starkly illustrated in April when FindFace was used to uncover the identity of porn actresses and prostitutes in Russia. Users took photos of images online, searched for matches on Vkontakte, then emailed the results to the victims' friends and family.

Yet FindFace's founders seem shockingly blasé about the dangers. Kabakov said: "A person should understand that in the modern world he is under the spotlight of

technology. You just have to live with that".

Kabakov's "modern world" seems a ghastly place. His money-making dream involves high-street shops using FindFace to identify customers, then bombarding them with marketing emails.

It's true that FindFace has crime-fighting potential. Moscow authorities hope to use it to identify criminals from CCTV footage. But what's troubling is that Kabakov sees no problem with Russia's secret services adopting the technology behind the app. Used by members of the public, FindFace is creepy and sinister; but used by an authoritarian regime, it could be a deadly tool of oppression. You don't have to be George Orwell to imagine the police using the app to track down peaceful protestors.

But what will most concern the British public is that anyone with a half-decent phone could use FindFace to work out that you're John Smith, a 74-year-old retired

"Shops could use FindFace to identify customers, then bombard them with marketing emails"

FindFace's appeal is obvious. Once a user has snapped someone, the app compares the photo with a database of 1 billion images on the Russian social network Vkontakte (the second most visited website in the country). Vkontakte has over 300 million registered users, so there's no shortage of potential matches.

Alexander Kabakov, one of the co-founders of FindFace, says it could transform dating. He told *The Guardian*: "If you see someone you like, you can

THE FACTS

- The app FindFace lets users take photos of people in public, then search for their identity online
- It has been downloaded 500,000 times in Russia since it launched in March
- It has been used to uncover the identity of porn stars and prostitutes

accountant from Basingstoke. While the app has technical limitations (it struggles, for example, to identify faces captured from a distance), researchers at Kaspersky concluded that "in daylight it's not hard to take a photo of a pedestrian with an average smartphone that would be good enough for FindFace".

Thankfully, there's one thing that could stop FindFace catching on in the UK and across the world: it can't search photos on Facebook. But if its developers work out how to do that, then the death of privacy will feel imminent.

Letters

'Unfair' to call Nero rip-off software

I think it's unduly harsh to describe a reputable product like Nero as "rip-off software" that we "must never use" (Cover Feature, Issue 475). While some entries in your software list are undoubtedly dodgy and disreputable, Nero isn't one of them. The software is a complete toolkit for those (and there are still plenty of us) who use discs for any number of valid reasons.

Nero's biggest problem is the same old one of trying to present a consistent front end to such a wide range of tools and helping us choose which one to use; after more than a decade of using Nero even I still get confused sometimes. There's no doubt that, for quite a few users, cloud computing has reduced the need for disc storage, but there must be many tens of millions of disc drives in use in Britain's homes and offices, and they are not going to go obsolete any time soon.

Alan Winstanley

In the interests of balance, I would like to offer my comments about your 'Rip-off software you must never use' Cover Feature in Issue 475.

Software inevitably costs money to develop and there is always a price to pay if you get something for free. It might be that you get no or substandard customer service. The free version might lack a particular module or functionality that you can do without, but would be very useful all the same. And of course there are the nag screens that are always suggesting that you upgrade to the 'Pro' (paid-for) version.

Take Ashampoo Uninstaller for instance. I'm a satisfied user of this software. Sure it costs £39.99 but, this is a kind of RRP that is offered as a reference to show you how much you have 'saved'. My advice with this and other software is to download a trial and then see what price is offered to you at the end. I paid £7.49 for Ashampoo Uninstaller and was happy to do so. It gives me features that I want with the knowledge that I will get good service if anything goes wrong.

Contrast this with the free iObit Uninstaller. I found that it was downloading unwanted programs (specifically Malware Fighter and Driver Booster) under the guise of a software update.

We all have different requirements of software – it could be aesthetics or functionality – and we make our own trade-offs. If you are happy with free software, that's fine, you have saved money. If you paid £40 for software and are pleased with it, that is fine too.

Duncan Gaylor

My 'genius' idea for Microsoft

When Microsoft included the 'How to get Windows 10' option in their updates last August, I registered for it. If this was the way of the future, then why not get it for free? Since then *Computeractive*, to which I have subscribed for most of its life, has included many letters from readers complaining about being forced to upgrade. Well, I'm still waiting. Microsoft says it will tell me when it's my turn. I understand that I only had 12 months to update for free and that time is running out.

So I was a bit put out recently when I read about Microsoft being "disappointed with the uptake of windows 10". I have a deceptively brilliant suggestion for Microsoft: Why don't they put all the energy they spend on forcing Windows 10 on to people who don't want it, into giving it to those who have been patiently waiting and are more than happy to receive it? The moaners will have nothing to moan about, I will be happy, and Microsoft's "uptake" will increase dramatically. Everybody is happy apart from the professional moaners. I think I'll have to go and lie down for a bit – being such a genius is really quite tiring.

Roy Brown

Blind people confused by Windows 10 upgrade

I'm writing regarding Microsoft's statement that they are not forcing people to upgrade to Windows 10. I am a volunteer for the Kent Association for the Blind and on a number of our PCs we have had the "Upgrade now" and "Upgrade tonight" messages appear. If this is not forcing people to upgrade, what is?!

Many blind and visually impaired people use screen-reading software such as Dolphin Guide (https://yourdolphin.com) to help them use their computers. But these don't always register notifications that Microsoft slips in underneath whatever they're currently doing on screen. So when their upgrade begins, we receive calls from visually

Cubot phone is just the job for us

I read your review of the £125 Cubot X17 phone (Issue 473, page 24) with interest as we have been using the Cubot P9 (pictured) for our pest-control business for a number of years. We found that expensive iPhones, Samsungs etc were getting broken regularly due to the environment they were used in - and at £300-£400 a go it was getting very expensive.

We decided to try a couple of P9 phones three years ago for £58 each, and they are still going strong today. We wouldn't change them for all the Samsung Galaxies in the universe.

As the phones are dual sim we have the advantage that by using an app such as DualSim Ringtone (www.snipca.com/20606) we can differentiate business calls we receive from private ones.

Cubot's phones may not have all the bells, whistles and pixels, but as a reliable, flexible communication device they take a bit of beating at the price.

Peter Brown

impaired people who need help because they think their computer has broken.

Peter Kelly

Govt is right to restrict rural broadband

I'm probably going to make myself unpopular with many *Computeractive* readers, but I think the Government is correct to demand that rural areas request broadband (News, Issue 476, page 9). My view is based partly on my experience with my neighbours. I live in a small Suffolk town - not a bustling metropolis, but certainly not out in the sticks. When super-fast Virgin Media broadband arrived last year I thought all my neighbours would sign up straight away, but in the end I was the only one. When I asked why, they said that they simply didn't need it. I think the digital revolution has passed them by.

I suspect that attitude is just as common in villages. So the question is: Why should the taxpayer foot the bill for a service that some people will never use? It's a bit like building special roads – solely for sports cars – that has a speed limit of 100Mph. Like fast broadband in remote communities, this would end up being paid for by the many, but used by the few.

Ryan Wilshaw

Stuck on 2Mbps in Basingstoke

Never mind 'super' fast broadband – fast broadband would be nice. We live on the south-west edge of Basingstoke and struggle to get 2Mbps on a good day. By no stretch of the imagination can our area be called a rural blackspot.

Although the exchange is some four miles away, BT Openreach did lay fibre to the nearest cabinet, but that is at least a mile from our property. Their best guess is that we might get a nearer fibre cabinet later this year. The Hampshire Superfast Broadband Programme (www.hampshire superfastbroadband.com) does not seem to realise how much the signal degrades over the last mile of 30-year-old copper wiring. They seem to think that one just has to ask an internet service provider

Here's how Microsoft will extend the 'free upgrade' period

Computeractive, you're getting cynical in your old age (just like me). I chuckled at your suggestion in Issue 476 (News, page 6) that Microsoft is secretly plotting to extend its deadline for getting Windows 10 for free. I've since thought about this, and I think it's obvious that's precisely what they are doing. You don't have to be a conspiracy theorist to believe it.

This is what will happen: first, for the next few weeks, Microsoft will endlessly remind everyone that time is running out. They will find a way to display lots of messages on PCs across the world – as they have with the prompts to upgrade to Windows 10. This will scare loads more people into upgrading rather than pay £100.

But then – guess what – Microsoft will release a cleverly worded statement saying that due to "increased demand" it will knock the deadline back by a few months, making all those people who upgraded in a panic feel like fools. That's what I would do, anyway. Perhaps I should email Microsoft with my idea, and come out of retirement to work in their marketing department.

Incidentally, I think everyone *should* upgrade, whatever Microsoft do. A few months ago, with all fingers crossed, I upgraded from Windows 8. I expected catastrophe followed by apocalypse, but it's all been fine. Happy days!

Trevor Peters

CA says Trevor may be right. He's not alone in thinking Microsoft will pull this trick – many *Computeractive* writers also expect it to happen. What's tricky is knowing *when* Microsoft may make its 'surprise' announcement. In the meantime, we'll keep looking for clues that give the game away. We promise you'll be the first to know!

and super-fast speeds are possible. While parts of our borough do get super-fast speeds, there are areas such as ours that have been overlooked by BT. It's about time they were forced to get their act together.

Brian Adams

Stop 'oversharing' on Facebook

Thank you Ken Rigsby for expanding my vocabulary with your Final Straw column in Issue 476. I shall now tell all my Facebook friends to stop 'oversharing', because I have no desire to read about how sunburnt they got on holiday, or why they think staying in the EU would be a disaster (there are just as many with the opposite view).

People don't seem to think twice about expressing an opinion when using Facebook. They say things they would never say in real life, either because it

would be too confrontational or simply too boring. I ration myself to about two Facebook posts a week. I've not had any complaints so far, so I don't feel that I'm guilty of oversharing.

William Gold

CA says See 'The World's Gone Mad' on page 8 for perhaps the most outrageous case ever of oversharing on Facebook.

My Word, what a big document you have!

I loved the 'my spreadsheet is bigger than yours' competition in Letters, last issue. I can't compete with Ian J McGarrigle's 3.5m lines, but I'd like to lay down a Word gauntlet. I still update a document – many years old now – that has hit the 60,000-page mark. Can anyone beat that?

Dr John Saunders

Consumeractive

Can I get a refund for eBay item sent to wrong address?

Q A graphics card I bought on eBay for a couple of hundred pounds was sent recorded delivery to the wrong address. The seller won't respond to my emails, and eBay says that because it's been delivered – albeit to the wrong address – its Money Back Guarantee won't cover me. But can I get my money back?

Alex Blake

A Although we're surprised by eBay's reaction to this situation – which in our opinion renders its Money Back Guarantee (www.snipca. com/20538) unfit for purpose – ultimately it's the seller's responsibility to ensure Alex received his goods.

There are ways Alex can go about getting his money back. It doesn't look like the seller will refund him, so Alex should make a claim against Royal Mail, whose parcel insurance will hopefully cover the cost of the lost graphics card (more info at www.snipca.com/20539). He can also start a claim through PayPal for goods not delivered (details at www. snipca.com/20540). If all else fails, Alex should seriously consider taking the seller to the small claims court. We've asked Alex for more details, including the name of the seller.

CASE ONGOING

Can I get money back for scam phone calls?

Q I received an email saying my PayPal account had been accessed from an unauthorised location somewhere in India. That was strange because I've never actually had a PayPal account. I was told to ring 0913 122 0033. I tried three times and the calls have cost me over £10, but all I get is a recording saying all agents are busy, please try again. Can I get this money back?

Don Roskilly

A Because Don has been conned into calling a premium-rate line he has a strong case for getting his money back. Companies are allowed to use premium-rate lines, but they can't mislead people as this scam clearly does. We've advised Don to report the fraud to Virgin, his phone provider, at http://netreport.virginmedia.com. Virgin told us it will investigate his case. Time is on Don's side, because Virgin won't pay the company running the premium-rate line for 30 days.

This delay was added to the law because so many customers were complaining about premium-rate scams. It means that rather than having to chase a company for money back, customers can stop the payment being made in the first place.

PhonepayPlus, the premium-line regulator, told us that Don should make a formal complaint, so it can launch an investigation. To do this on PhonepayPlus's website, visit www.snipca.com/20561 and type the premium-rate number into its NumberChecker box (see screenshot). Doing so with 0913 122 0033 tells us that it belongs to Heart Communications Ltd, a London-based call-centre company. We've emailed Heart asking for their comment, because it may not be aware that its number is being used by scammers.

For more advice watch PhonepayPlus's 'Unexpected phone charge?' video: www.snipca.com/20562.

CASE CLOSED

An eBay buyer didn't return my laptop – what can I do?

Q I sold a laptop on eBay for £45, and sent it to the successful bidder. Although I received no communication from the bidder, after five weeks I received a notification from PayPal telling me the buyer had raised a complaint.

The laptop was returned, but Royal Mail has told me that it was sent to someone else, who signed for it. PayPal is demanding that I repay the £45. What can I do?

David Phillips

A We'll try our hardest to help David, because we suspect he's been a victim of fraud. This type of scam is something all sellers risk – eBay and PayPal really should do more to protect them.

We'll ask PayPal to reopen the case on David's behalf. If it doesn't, David should make a formal complaint about the company to the Financial Ombudsman Service (www.snipca.com/20541). Although PayPal isn't based in the UK, it has agreed to be covered by the service. David would need to ask PayPal for a deadlock letter, which states what it's done to resolve the situation. The Ombudsman should then investigate his case.

CASE ONGOING

Can I claim back HMRC charges for goods bought overseas?

Q I recently bought a T-shirt and a toy called Bright Bugz from a US website called the Smile More Store (www.romanatwood.com). The total cost including shipping came to £30. HMRC has sent a card telling me I also had to pay VAT of £12.24. I'd have thought this charge was covered by shipping, so can I claim this back?

Phil Owen

A No, Phil can't claim this charge back unless the website specifically said that it was covered in the shipping costs. Phil acknowledges there's no mention of this on the site, so because the goods were shipped from outside the EU, they are subject to VAT. This is added if the goods (including postage) cost more than £15.

You can escape VAT by getting the item sent to you as a "gift", but only on orders up to £34. You'll be charged VAT on alcohol, tobacco products and fragrances (such as perfume and aftershave) of any value.

Phil's case serves as a reminder that it's always worth bearing in mind that your 'bargain' from abroad could lead to a nasty bill from the Government; and depending on the cost and type of goods, you may also be liable for customs and excise duty as well when buying from overseas sellers (see the HMRC website for more details: www.snipca.com/20542). You can also check which countries are in the EU at www.gov.uk/eu-eea (it may need to be updated after 23 June!).

The delivery company will keep hold of your item for around three weeks. If you've not paid by then, it will be returned to the sender.

CASE CLOSED

LEGAL UPDATE

Cold-callers forced to display numbers

All cold-calls are annoying, but the most troubling are those that don't display their phone number. It's estimated that around a fifth of all marketing calls are from anonymous or withheld numbers. The Government has taken on this menace by changing the law so that marketing companies must display their numbers on your phone, even if their call centres are based abroad. This will make it easier for you to decide whether you should answer the phone.

The change came into force on 16 May following a public consultation by the Government, which showed that last year alone the Information Commissioner's Office (ICO) issued fines of £895,000 against companies making nuisance calls.

The move will also make it easier for the ICO to do its job tackling this problem. Steve Eckersley, the ICO's Head of Enforcement said: "We do investigate unscrupulous companies, who hide their identities, and we can track them down, but it makes our job difficult. When people are able to identify the number behind the call they've received, they're more likely to complain to us and that means we're more able to take action".

Penalising companies was made easier in April 2015 when the Government removed the obligation for consumers to prove that cold calls had caused them substantial distress or damage. Companies can be fined up to £2m by Ofcom. If after this they continue to bombard customers with calls, the ICO can increase the fine by £500,000. You can report nuisance calls to the ICO online at www.snipca.com/20560. Bear in mind this move won't stop scammers targeting you with phishing phone calls.

THIS WILL COME IN USEFUL

Roaming charges

Asda Mobile
www.snipca.com/20507

BT
www.snipca.com/20610

EE (incl Orange and T-Mobile)
www.snipca.com/20504

Giffgaff
www.giffgaff.com/international

iD
www.snipca.com/20513

Lebara
www.lebara.co.uk/roaming-rates

O2
www.o2.co.uk/international

Plusnet
www.snipca.com/20502

Post Office Mobile
www.snipca.com/20509

Talkmobile
http://talkmobile.co.uk/roam-charges

TalkTalk Mobile
www.snipca.com/20511

Tesco
www.snipca.com/20442

Three
www.snipca.com/20503

Virgin
www.snipca.com/20506

Vodafone
www.snipca.com/20505

EU's new capped roaming costs
www.snipca.com/20514

Protect Your Tech

Scams and threats to avoid, plus new security tools

WATCH OUT FOR...

Unsafe older versions of 7-Zip

What's the threat?
Multiple security flaws discovered in the file-compression program 7-Zip, which hackers can exploit to take control of infected PCs. What makes these vulnerabilities so serious is that because 7-Zip is open-source software, it's used by other programs, including some antivirus products. These security tools use 7-Zip to unzip files to check whether they are safe, which means they are all at risk of attack until they update to the latest version of 7-Zip.

The flaws were found by researchers at Talos, a security division within Cisco, who sensibly told 7-Zip before going public with the news. Talos says

it worked with 7-Zip to fix the flaws in the new version of the software (16.0).

What should you do?
If you use 7-Zip, update to version 16.0 immediately. Go to www.7-zip.org, then click either of the two download links at the top left – 32bit or 64bit (see

screenshot). To find out which version of Windows you have on your PC click the Start button, right-click Computer, click Properties, and then look under the System heading.

The flaws highlight the importance of keeping your software up to date. But that's easier said than done. Unless you can read the mind of security experts, how will you know whether a program needs updating? One solution is to use Patch My PC Updater (www.snipca.com/18875), which looks for out-of-date programs on your PC, then lets you update them with a single click. We explained how to use it in a Workshop in Issue 465 (page 40).

New tools

Opera VPN for iOS
www.snipca.com/20642

Having added in April a VPN (virtual private network) to its web browser, Opera has now launched an equivalent app for iPhones and iPads. It lets you disguise your location while browsing the web, a trick many people perform to access web content, such as TV shows, blocked in the UK.

But Opera's VPN is also a powerful security tool because it blocks all adverts, thereby protecting you from any that contain malware. It shows you how many ads, and web trackers that

follow you online, have been "crushed" and "smashed" (see screenshot). The app also encrypts what you do online when you use a public Wi-Fi network, thwarting any opportunistic hackers lurking nearby.

Unlike most VPN apps, it's free. Hopefully, this means Opera won't eventually need to fund it by adding adverts to the app (which will somewhat undermine its ad-blocking claim). We hope also that an Android version arrives before the fat lady sings.

Best Free Software

Jane Hoskyn recommends new programs that won't cost you anything

MESSAGING

WhatsApp

www.whatsapp.com/download
What you need: Windows 8.1 or 10

WhatsApp? What's up with us, more like. Why devote this page to an app for kids instead of the latest open-source Windows Explorer alternative? Well, as many of you know, WhatsApp is too good to leave to smartphone-savvy youngsters. I'm halfway to 90 and I've spent years using WhatsApp on my phone, tablet and, more recently, in my browser (https://web.whatsapp.com) to swap long messages with my mother.

At first it was a friendlier alternative to SMS texting, with no word limits or fees, other than mobile-data charges where applicable. WhatsApp grew into a communications hub for sharing photos, videos, audio clips, documents and web links. It's more informal than email, and more versatile than SMS.

On the downside, your recipient needs to have WhatsApp installed too. What's more, you need to install the free mobile app (Android www.snipca.com/20586; iOS www.snipca.com/20587) and create an account using it before you can use the PC program (essentially a big-screen mirror of the app).

Reading and writing – not to mentioning viewing photos, videos and web pages – is much easier with a monitor and keyboard. If you have a webcam, you can take and send photos instantly, and if you have a mic you can send voice messages.

Unlike the mobile app, the program won't (yet) let you make free voice calls or search the contents of messages. Hopefully these features will be added soon. In fact, we doubt it'll be long before free video calls come to WhatsApp (making it a good alternative to Skype).

Download and run the installer, and straight away you'll see a window containing a QR code. Open WhatsApp on your phone or tablet, tap the three dots, tap WhatsApp Web, then hold your device up to the QR code. You only have to do this QR palaver the first time you use the program. Find out more in the WhatsApp FAQ (www.snipca.com/20585).
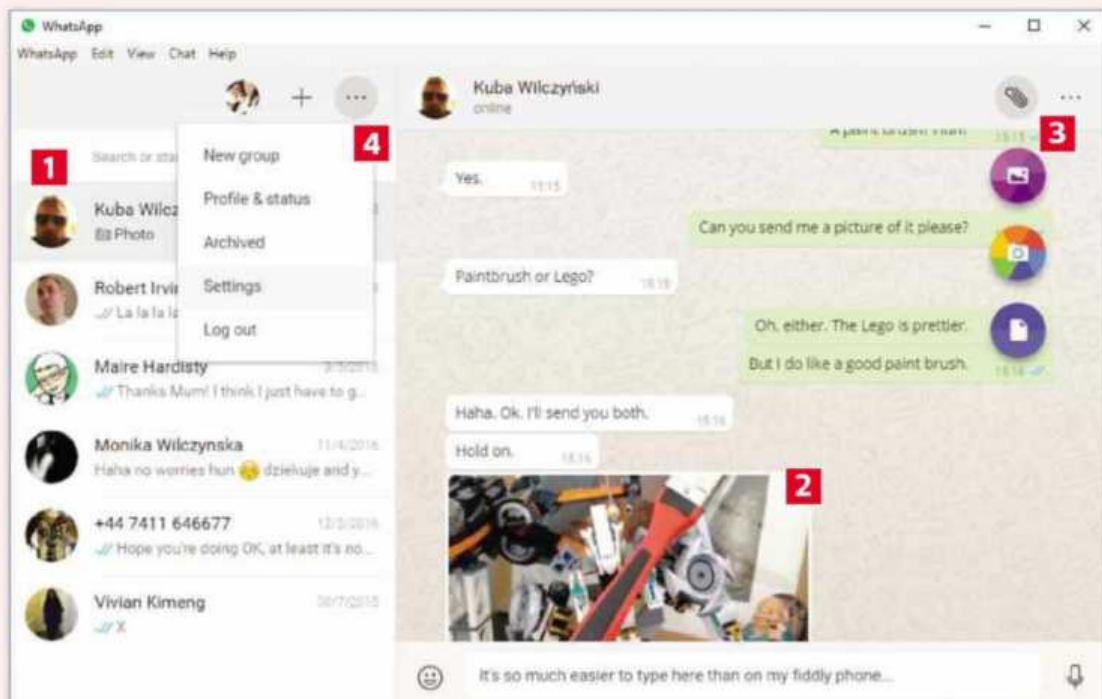
1 Click a contact to access and send messages. If you already use WhatsApp on your phone and tablet, your entire message history will be synced here.

2 Click a photo or video to view it; maximise the window to see it even bigger. You can then cycle through photos and videos in that chat, and download with one click.

3 Click the paperclip, then click the dropdown icons to, from top to bottom: send photos and videos from your PC; take webcam photos; and send other files.

4 Click the three dots for options, including your profile, group chats, archived chats and Settings, where you can set up Desktop alerts containing messages.

PRIVACY

W10Privacy

www.snipca.com/20588

What you need: Windows 10

Use this program to find out what your Windows 10 PC knows about you, and allow only the permissions you want. Dozens of privacy options such as webcam access and feedback requests are easy to switch off or on using tickboxes under tab headings such as Network, Edge and 'Background-Apps'. It's a portable program, so it doesn't need installing.

That's all fantastic, and we really like this new tool. However, it's pretty rough and ready, and much of its website is in German. Our 'snipca' shortened URL takes you to the English-language home page. Click the Download link, click the top Download button and then save and extract the Zip Launch the program as administrator and it'll automatically load in English, presumably after checking your IP address (ironically this is one of the permissions you can disable).

W10Privacy may ask to launch Registry Editor to switch off certain permissions. Save a system restore point before agreeing to this, in case anything goes wrong.

SYSTEM TOOL

WinToUSB Free 3.0

www.snipca.com/20590

What you need: Windows XP, Vista, 7, 8/8.1 or 10

Copy a whole Windows operating system (OS) on to a USB stick and run it from there on another PC. Simple! Well, no. WinToUSB is everything W10Privacy isn't: well-established, slick, installable – and requires patience and confidence to use. Cloning an OS is a complex process. However, the program walks you through it, and there's plenty of help available. The new version lets you clone your OS in encrypted ESD (Electronic Software Download) format, as well as the more familiar ISO.

Installation is quick and easy; scroll down the page and click the orange Download button on the left, then save and run the installer.

What can I use to tidy my desktop?

Q My Windows 10 desktop is already crammed with program shortcuts, portable tools, Notepad files and favourite photos. I like having them there – if I hid them in Library folders, I'd lose track. I just want a way to organise the mess better than using 'Sort by'. Can you help?

Mike Fowley

A The most sophisticated tool for this job is Fences (www.snipca.com/20593), which lets you 'draw' shaded areas on your desktop to house different categories. You can then drag the shaded boxes around, create rules to organise icons automatically, and swipe between multiple pages of boxes. However it's not free - but at a reasonable $9.99 (£6.95) you may decide it's worth the cash, and there's a free trial.

Our favourite completely free desktop-organiser is Shortcuts To Tray (www.snipca.com/20591). This portable program works quite differently from Fences. It lets you add program shortcuts, folders, files, tasks, browser bookmarks and more to menus that hide in your system tray until you need them. The program has just been updated to support Windows 10 as well as 7 and 8/8.1, and it's very easy to use.

To download, click the little black-and-white arrow icon next to the program's name (it took us a few clicks to discover that), then save and extract the Zip. When you launch 'ShortcutsToTray.exe', there's no program window – the program sits in your system tray. Click the tiny red-white-and-blue icon to see all your shortcut categories. Click one, and then click Add New Item to start filling up the lists (see screenshot).

✉ Do you need our advice on what software to use? Just email us at letters@computeractive.co.uk
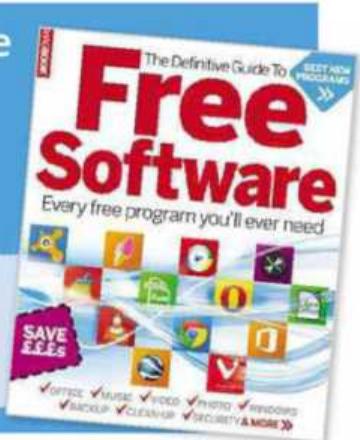
PC | **£549** from Mesh www.snipca.com/20748

Mesh Elite Inspire CA

A complete PC with good peripherals

Computeractive BUY IT! ★★★★★

There are two questions people always ask you when your job is writing about PCs. One is when's the best time to buy a PC, and the other is when's the best time to get rid of it. Well, here's the answer to both: there is no right time. Whenever you do it, you might have got a better deal a month later. Sorry, we realise that's not helpful. But the good news is, if there's no right time, there's no wrong time either.

Setting aside the *when*, the next question is *what* to buy – and that also means deciding what to keep. Let's say you have a five-year-old desktop PC with a keyboard and mouse you picked up in Asda and a 21in monitor that's been looking a bit the worse for wear. In theory, you could hang on to those bits and bobs and plug them back

> **"With this PC, money has been spent in all the right places"**

into a new PC. After all, it's the core components that count. Then again, the parts that interact with your hands and eyes are also pretty important. Shouldn't you just invest in a whole new setup?

This bundle from Mesh makes a convincing argument for it. It's a tower system with a fast i5 processor from Intel's latest Skylake range, a decent Full HD monitor, a solid brand-name keyboard and mouse, and even a set of powered speakers. All for only £549, which you could easily spend on a PC alone.

The 24in monitor, Acer's K242HL (see www.snipca.com/20742), looks smart and gives great picture quality. Deep blacks contribute to punchy contrast, and colour is accurate enough for photo editing. Logitech's popular MK270 wireless keyboard and mouse are well-made and comfortable to use. Meanwhile, the Creative A250 speaker set provides clear sound from its two compact stereo drivers, backed by lots of bass presence from the subwoofer unit, should you choose to turn it up.

The PC itself comes in a plain black case (made by Fractal Design) that's no bigger than necessary, while still providing room for expansion. With nothing spent on soundproofing, it's not the quietest PC, so the best place for it is probably under your desk. In our tests, the i5-6400 processor worked as briskly as we'd expect with everyday Windows tasks. However, unlike some pricier i5 and i7 machines, it plodded a little in more ambitious tasks. You could add a graphics card later in the PCI-Express x16 slot, but bear in mind the limitations of the 400W power supply. You could probably get away with playing more basic 3D games without it.

A sensible 8GB of memory is supplied, and even more sensibly it's on a single module, leaving the second slot free to add another if required: a cost-effective upgrade at around £30. The 1TB hard drive is a Seagate Barracuda, nippier than the slow drives occasionally found on cheaper PCs. There's room for more drives inside, of course, as well as three fast USB 3.0 ports for external storage. One of these could also be used for an 802.11ac Wi-Fi adapter, if your router's too far away to run a cable to the Gigabit Ethernet socket. There are also three USB 2.0 ports – fewer than on some systems, but more than enough for most people.

Although the Elite Inspire CA isn't a top performer, it's a notch above a budget PC, and with the extras it works out as great value. Sooner or later there'll be a better one for less, but if you want our advice, sieze the moment.

VERDICT: The trick to creating value in mid-range computers is not spending money where you don't have to, and Mesh has got that pretty much spot-on

★★★★★

ALTERNATIVE: Chillblast Fusion Orion i3 **£400** You could add peripherals to this for about the same price, with 802.11n Wi-Fi and a DVD drive included. An i5 processor costs £89 extra

SPECIFICATIONS

2.7GHz Intel quad-core i5-6400 • 8GB memory • 1TB hard drive • 24in 1920x1080-pixel display • Gigabit Ethernet • HDMI • DVI • VGA • Windows 10 Home • 358x175x410xmm (HxWxD) • One-year warranty
www.snipca.com/20748

Dell Optiplex 5040 Mini Tower

A PC that does the business

Look around any electronics shop, and you'll find the computers they sell from the shelves aren't the same ones they use on the counter. That's because most big PC brands make entirely different ranges for consumers and businesses.

Dell's Optiplex 5040 series is definitely aimed at the office, not the home. But it's cheap enough to consider for home use. The first thing we noticed was the quality of the case. Most affordable PCs come in a basic black plastic box that aims to keep costs down, or a curvy multi-coloured confection designed to catch shoppers' eyes. By contrast, the Optiplex looks like a piece of serious industrial equipment.

> " Some serious kit, with a practical design and room to expand "

The front fascia has two distinct sections: a chunky criss-crossed grille and a panel with multiple ports and a striking vertical DVD drive positioned below the large power switch. The panel features two USB 2.0 ports, two USB 3.0 ports and an SD card reader handily placed near the top of the unit.

Instead of wrestling the case off, you can release the side panel using a blue tab at the back. More tabs inside let you fold out the storage cage from the motherboard for easy access to parts you

might want to upgrade. It's impressively neat, and there's plenty of room for memory, drives, graphics cards and more. Yet the whole thing remains reasonably compact. A small form factor version reduces the size even further, but you probably want a desktop PC with expansion room.

The specifications aren't amazing for this kind of price. A quad-core i5 processor from Intel's latest Skylake range will cope well with most apps, but it doesn't come with a graphics card as standard, although the integrated graphics will suffice for most tasks and basic games. 4GB of memory isn't generous, so you might soon want to add more, and the 500GB hard drive is neither especially big nor fast. Wi-Fi isn't built in. Other configurations are available (see www.snipca.com/20639), but annoyingly you can't choose individual components.

Dell advertises these PCs with Windows 7, because many businesses prefer it, but Windows 10 is included. You also get Dell's three-year 'next business day' warranty, so if anything goes wrong you'll have phone and online support, and if necessary they'll deliver replacement parts or send someone round with a spanner.

SPECIFICATIONS
3.2GHz Intel Core i5-6500 quad-core processor • 4GB memory • 500GB hard drive • Gigabit Ethernet • 6x USB 3.0 ports • 2x USB 2.0 ports • Windows 7 Professional • 274x154x350mm (HxWxD) • 8kg • Three-year warranty www.snipca.com/20638

VERDICT: It's not the best value, but this business computer could teach the average consumer system a thing or two about build quality

★★★★☆

ALTERNATIVE: Mesh Elite Essential Skylake CA **£499** With a slower i5 processor but a huge 2TB hard drive, Wi-Fi and a graphics card, this is a better all-rounder

Reviews

LG Stylus 2

A phone with a pen

Does anyone else remember PDAs, or did we dream them? Before there were smartphones, there were pocket computers from companies like Psion and Palm. And their black-and-white screens came with that essential accessory: the stylus.

It seems odd to feel nostalgic for something we were only too happy to give up. Glorified cocktail sticks are frustratingly easy to mislay, after all, but we can generally find our fingers.

So it's not immediately obvious why a smartphone company would want to revive the stylus. Except that it's already happened, with Samsung's Galaxy Note series, and although the Note 5 never made it to the UK, a Note 6 is eagerly anticipated.

> ❝ You can scribble notes and diagrams or annotate documents with Pop Scanner ❞

So LG's Stylus 2, available to buy here now, isn't going out on such a limb. With a slim, light case that looks a lot classier than most plastic phones, and a big 5.7in screen, it's an interesting mid-priced device regardless of the stylus.

LG's version of Android 6.0 Marshmallow comes with a bright green background by default. Funnily enough, that's the only colour the display is good at: blues and reds are dull, adding up to only 72 per cent of the sRGB range. It's not as sharp as other leading phones, either, but it's saved from looking too dingy by high brightness and contrast.

As for that stylus, it's stored neatly in a hole at the top, automatically activating LG's Pen Pop software when removed.

You can then scribble notes and diagrams or annotate documents you've scanned with the Pop Scanner camera app. Unlike, say, Apple's Pencil or Microsoft's Surface Pen, however, it doesn't work with apps made by other companies.

But LG has another trick up its sleeve from the 1990s: built-in radio. A DAB+ receiver means you can listen to digital stations for free, without using up your mobile data allowance. Just plug in a pair of headphones: it uses the cable as an aerial.

We were happy with the results from the 13-megapixel camera, too, both indoors and out. What the Stylus 2 doesn't have, though, is a powerful processor chip, and web browsing felt quite slow and jerky. The removable battery lasted us 11-and-a-half hours of video playback, and the 16GB of storage can be expanded with a microSD card.

VERDICT: If you can put up with less-than-speedy web browsing, this is a good phone with features you won't find elsewhere

★★★★☆

ALTERNATIVE: OnePlus 2 **£249**
Now available to order without an invitation, this 5.5in phone is faster and has a better screen, though no stylus

SPECIFICATIONS
5.7in 1280x720-pixel screen • 13-megapixel rear camera • 8-megapixel front camera • 16GB flash storage • microSD card slot • 802.11n Wi-Fi • Bluetooth 4.1 • 3G/4G • 155x80x7.4mm (HxWxD) • 145g • One-year warranty www.snipca.com/20746

The best…
Compact USB sticks

Transcend JetFlash 710S 16GB USB 3.0 Metallic
£9 from Amazon www.snipca.com/20773
A USB 'thumb drive' is a handy way to expand the limited built-in storage of a modern laptop or convertible PC, but if left sticking out it can get knocked, causing data corruption. Extra-small models are made to solve the problem. The JetFlash leaves only a centimetre protruding, with a loop to attach to a keyring.

Kingston DataTraveler 64GB Micro USB 3.1
£13.49 from Amazon www.snipca.com/20774
This sturdy keyring drive sticks out a bit further than the Transcend, making it a borderline entry in the 'extra small' category. Its write speed (how fast data copies to it from the PC) is slow, but read speed is likely to be more important, and it's good value for its capacity.

PKparis K'1 32GB USB 3.0
£26 from Amazon www.snipca.com/20775
At a tiny 1.2 cm, this is the smallest USB stick you can get. Once it's plugged in you'll almost forget it's there. You do pay for the privilege and it's not particularly fast, but it'll never get caught on your sleeve.

SanDisk Ultra Fit 64GB USB 3.0
£12 from Amazon www.snipca.com/20776
Its plastic head looks ugly, but this competitively priced drive is worth considering. Tests have found its read and write speeds beat 'micro' rivals, although there are much faster full-size USB sticks. Not as attractive as the metal loop designs, but it feels even less likely to get knocked while inserted.

HTC 10

You get what you pay for

It's a cunning plan to call your smartphone '10'. Hmm, I wonder how many marks out of 10 we should give this? Well, sorry HTC, we only go up to five.

If only getting a positive review was as simple as sticking a number after the product's name. In reality, the product has to impress us. That's not something HTC proved very good at with last year's M9, which was basically their previous phone with a different rubbish camera and the battery life of a turnip.

Pick up the 10, and fears of another 'not very new phone' fiasco are allayed: new chamfered edges catch the light dramatically and give the all-metal body a strong industrial feel. Except for iPhone-style aerial strips across the top and bottom, the case is otherwise plain, but in a good way. The curved back gives very thin edges at the expense of a distinct bulge in the middle, a shape that feels great in your hand.

> " The HTC 10 is one of the fastest phones around "

Besides having lots of pixels and high contrast, the medium-sized 5.2in screen covers 99 per cent of the sRGB colour range with exceptional accuracy. HTC makes a point of catering for ears as well as eyes, and the built-in multi-speaker BoomSound Hi-Fi system did sound impressive. A very good pair of Hi-Res earbuds also comes in the box, and for other audio accessories HTC is unusual in supporting Apple's

AirPlay, which gives better sound quality than Bluetooth.

A fingerprint sensor is built into the Home button, iPhone-style. We didn't find this as convenient as those mounted on the back, and it didn't work every time for us. But because HTC has no equivalent of Apple Pay, it only serves to unlock the phone. You get a practical 32GB of storage, plus a microSD slot that takes any capacity of card.

Inside, the Snapdragon 820 processor makes the HTC 10 one of the fastest phones around, even if it couldn't quite keep up with the LG G5 in our tests. Web browsing, games and everything else felt very smooth. At just over 12 hours of video playback, battery life isn't in the league of Samsung's 17-hour Galaxy S7, but it's still perfectly acceptable. HTC's version of Android 6.0, called Sense, now has even more attractive themes and customisations; other than that, it's free of clutter.

Finally, yes, they've fixed the camera. Instead of 20-megapixel images with poor exposure, the 10 takes just 12 megapixels, using a bigger sensor for each of them. Although its f/1.8 lens aperture isn't quite as big as on some rival phones, it took superb photos for us in daylight, sharp and with a real sense of presence, despite a slight haze in the brightest areas. If you're picky, the ability to save Raw images gives you more scope to tweak tone later in an editing

app. Indoors, we got fairly dingy shots with questionable white balance, but we've seen worse.

The only feature of the HTC 10 that really lets it down is the price: it's selling for more than the iPhone 6s, more than the LG G5 and more than the Samsung S7. True, the iPhone only has 16GB and no microSD, so you should really consider the 64GB model, at about £30 more than the HTC 10. The G5 is definitely cheaper, but kind of weird. The S7, though, is superior all round, and waterproof too. We did like the HTC 10 enough to give it top marks, but we would wait for the price to fall before buying it.

SPECIFICATIONS

5.2in 2560x1440-pixel screen • 12-megapixel rear camera • 5-megapixel front camera • 32GB flash storage • 802.11ac Wi-Fi • Bluetooth 4.2 • 3G/4G • Android 6.0 • 146x72x9mm (HxWxD) • 161g • One-year warranty www.snipca.com/20771

VERDICT: HTC is ambitious in asking a higher price for this than a G5, S7 or 6s, but it's a lovely phone with much to recommend it

★★★★★

ALTERNATIVE: Samsung Galaxy S7 £549 Screen, camera, battery life and performance beat almost everything else, even if it looks a bit bland

Reviews

Samsung LC27F591FDUXEN

Honey, I bent the screen

Once upon a time, TV sets bulged like fishbowls around the cathode ray tubes that fired electrons at the glass screen. Later, Sony's Trinitron all but eliminated the curve from top to bottom, but not side to side. Only with the switch to LCD did we get completely flat screens. And finally, the electronic display was perfected.

> ❝ The wraparound effect works rather nicely, but it's just too expensive ❞

Or was it? Some manufacturers are convinced we haven't gone far enough, and want to carry on right through from convex to concave. New curved screens sweep forward at the sides, enveloping you in the picture. Or they would, if you were a Borrower. For normal-sized folk watching telly across a living room, it just means the person on the edge of the sofa ends up looking at the picture from an even more oblique angle than necessary. We don't think this will catch on until HDTVs get even bigger or people become smaller.

In a PC monitor, though, it actually makes sense. Choose a wide enough model, like this 27in, and sit close to it, as you would normally, and the wraparound effect works rather nicely. The curve is a segment of a cylinder, and it really pays off if you have the space to sit two or three screens side by side. The latest 3D graphics cards specialise in warping computer-generated scenes to look realistic when shown this way.

Meanwhile, back in the real world, a single unit is reasonably affordable, and could be used for any computing purpose. Avoiding a multi-monitor setup

not only preserves your bank balance, but lets you take advantage of Samsung's attractive adjustable stand to tilt the panel to your preferred angle. There's no height adjustment, but it sits a fair distance off the desktop anyway. The narrow silver bezel around the screen and the sleek white back panel, mercifully uncluttered except for a tidy set of ports, make a futuristic impression that's further enhanced by the console-style thumb stick that's used instead of buttons to operate the setup menus.

Full HD (1920x1080 pixels) is not a particularly high resolution for this size of display. In fact, it's the lowest you can get. But with high contrast and covering 99.2 per cent of the sRGB colour range, the picture looks great. Out of the box, it looked a bit bluer than we'd have liked, and we had to resort to our calibration equipment to fix this, although you could do the same by eye with some twiddling. Because it uses the VA type of LCD, the screen stays clearly visible even if you're not looking at it straight on.

In short, as long as you're not looking for an extra-sharp 4K screen, this is fine for almost any purpose. FreeSync is supported for newer AMD graphics cards, and the maximum refresh rate of 72Hz will impress gamers. We also eliminated ghosting by setting the response time to Faster

(but not Fastest) in the menus. Non-gamers needn't worry about any of this. There's no USB hub built in, so PC accessories will have to plug into your system unit rather than the monitor, but there is pair of 5-watt speakers, which we found a lot better than we expected.

This is a very good monitor, but when you can get a sharper 2560x1440-pixel screen such as the 25in AOC Q2577PWQ (see our review, Issue 455) for less, or a 4K Iiyama G-Master Gold Phoenix (see Issue 476) for only a little more, the price can't quite be justified. Curves will have to get cheaper to win our vote.

SPECIFICATIONS

27in VA LCD • 1920x1080-pixel resolution • 1x DisplayPort • 1x HDMI port • x VGA port • 5W stereo speakers • 457x614x270mm (HxWxD) • Two-year warranty www.snipca.com/20644

VERDICT: We're not averse to curved monitors, but it's hard to see why you'd sacrifice other qualities for it at this kind of price

★★★☆☆

ALTERNATIVE: AOC Q2577PWQ **£230**
This stylish screen is slightly smaller, but that only makes its higher resolution look all the sharper. Unlike Samsung's monitor, it has height adjustment and pivot

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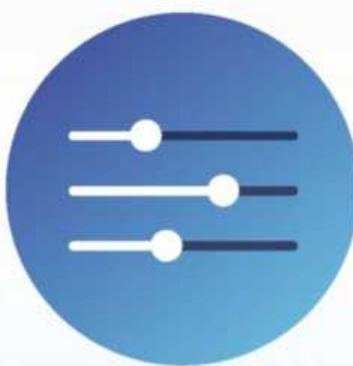
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Reviews

EpsonExpression Home XP-432

A small all-in-one printer

From a distance, the XP-432 looks much like any other inkjet printer/scanner/copier. Then you realise you're not seeing it from a distance – it's just very small. That makes it an attractive option for a crowded desk. As with Epson's other budget printers, the colour screen is tiny – even smaller than the one on the back of your average digital camera – which makes it less useful than it should be for previewing photos from the SD card slot.

Still, it's handy that you can tilt the control panel up to make the LCD and its associated buttons (it's not a touchscreen) easier to see. Unfortunately, it's just as easy to accidentally knock it down again,

and the buttons didn't work every time we pressed them, so a bit of jabbing and hoping is involved in operating the numerous functions. Wi-Fi is built in, and Epson's apps provide a flexible range of options for printing from and scanning to your PC, Mac, phone or tablet, while Apple's AirPrint is also supported for iPhone and iPad apps.

The claimed nine pages per minute (ppm) is not especially fast for text printing, and although the XP-432 did achieve it in our tests, it only managed 2.4ppm in colour. Basic scanning was speedy at 10 seconds for an A4 page at 150 dots per inch (dpi), but upping this to a full-quality 300dpi tripled the time taken. A 6x4in colour photo took 35 seconds to scan at an enlargeable 600dpi; similarly sized colour pictures took a painful three minutes each to print.

Photocopies, available with a few button presses, weren't very fast either, at 14 seconds for black-and-white or 34 seconds in colour, and the absence of an automatic feeder made multi-page documents hard work. The XP-432 can neither scan nor print both sides of the

paper (duplex) without manual assistance. Our prints, scans and copies all looked very good, but at around 9.3p per colour page, running costs work out slightly higher than average.

SPECIFICATIONS
5670x1440dpi max print resolution • 9ppm quoted speed (mono) • 4.5ppm quoted speed (colour) • 1200x2400dpi maximum scan resolution • SD card slot • USB • 802.11n Wi-Fi • 145x390x300mm (HxWxD) • 4.2kg • One-year warranty
www.snipca.com/20662

VERDICT: There's nothing seriously wrong with this printer and it's cheap to buy, but neither its speed nor its running costs impressed us

★★★☆☆

ALTERNATIVE: Canon Pixma MG5750 **£70** Canon's bulkier Wi-Fi printer lacks an SD card slot and costs a little more, but has duplex printing and cheaper ink

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WHAT SHOULD I BUY? We solve your buying dilemmas

Should I buy a Chromebook for my granddaughter?

Q My 7-year-old granddaughter loves her tablet, but says she would sometimes like a proper keyboard. I immediately thought of a Chromebook, but I recall you mentioning that not all Android apps will work on one. Is this correct?
Duncan Bird

A It's worse than that, Duncan: *no* Android apps will work on a Chromebook, because Android and Chrome OS are two

entirely different operating systems, even though both are made by Google.

You must be psychic, however, because as we were putting this issue of *Computeractive* together, Google announced it would enable selected Chromebooks to run Android apps, starting this month. Models include Acer's Chromebook R11 (pictured, see our review, Issue 470). You can find a full list at www.snipca.com/20679.

If your granddaughter is accustomed to her tablet, another option would be a

Bluetooth keyboard to use with it. Logitech's K480 (£50 from John Lewis www.snipca.com/20680) is attractive and practical, with a slot to hold most tablets at a suitable angle. Some tablets have keyboards made to fit: for example, both Logitech and Samsung offer keyboard cases for Samsung's Galaxy Tab series, while a range of keyboards are available to fit Apple's iPads.

Do you need advice on what you should buy? Email us at letters@computeractive.co.uk

TABLET | **£250** from Currys www.snipca.com/20691

Huawei MediaPad M2 10

A stylish Android tablet

The tablet market has gone a bit quiet in the past few months. Even Apple's iPads haven't been selling quite as well as expected. There's a feeling that maybe everyone who wanted a tablet has got one and is quite happy with it, thank you. They don't get broken as easily as phones, and we don't rely so much on their cameras, so there are fewer incentives to replace or upgrade them.

No doubt we'll see more new models trying to tempt us with eye-catching features like extra-large screens and built-in projectors, but Huawei has stuck to the essentials with the MediaPad M2 10. Aside from the fingerprint sensor in the Home button, there's nothing especially advanced here, but the metal case, in silver or gold, is beautifully made and only a fraction thicker and heavier than the one with a half-eaten fruit on the back.

❝ A decent screen and fast performance, but lacks storage space ❞

The 10in display is closer to widescreen format than the iPad's, making it a little more unwieldy to hold, but giving narrower black bars when watching videos. Although its 1920x1200-pixel resolution is relatively coarse by today's standards, it looked sharp to us, and despite covering only 86 per cent of the sRGB colour range, high levels of brightness and good contrast gave the screen impact.

Like the new iPad Pros, the M2 has four speakers so that it can direct stereo output to the left and right whichever way round you're holding it. These are made by the reputable audio manufacturer Harman Kardon, which ought to be a good sign. We didn't find the sound as rich or clear as the iPad Pro's, but it beat most other tablets.

In theory, the rear camera, with 13 megapixels and a bright f2/0 lens, should be great indoors and out. In practice, we got decent shots out in the sun (albeit lacking a little detail), but indoors it struggled. For a tablet, however, both this rear camera and the 5-megapixel 'selfie' camera were acceptable. At 10 hours of video playback in our tests, the M2 10's battery life is at least as good as an iPad's, even if it can't match pricier Android tablets such as Sony's Xperia Z4.

As we mentioned when we tested the company's P9 smartphone (see our review, Issue 476), Huawei's Kirin processors can keep up with their fastest rivals in some tests, but across a range of everyday tasks they fall behind. When playing games their inferior graphics performance is unmistakable. An equally frustrating limitation of the M2 10 is its 16GB of storage, which leaves you with too little space for more than a few apps, movie downloads and photos. Huawei could have helped by providing a microSD card slot for more.

Instead, it offers a Premium model (£350 from www.snipca.com/20693) with 64GB, a neat case and an M-pen stylus, supported by handwriting recognition software. This also has 3GB rather than 2GB of memory, improving performance when you're flicking between apps or web pages. Unless your budget is tight or you won't want to store much, you should pick this model. At the time of writing, however, stocks were low, pushing up the price from the £330 we saw soon after launch.

And price is really the M2 10's problem. It's undeniably cheaper than an iPad: the similarly sized iPad Air 2 starts at £349 with 16GB and no case or stylus, and with 64GB it'll cost you £429. But the M2 10 runs Android 5.1 (Lollipop), not the latest version (6.0, Marshmallow). Apple's new iOS 9 is far superior to Android 5.1.

SPECIFICATIONS

10.1in 1920x1200-pixel screen • 13-megapixel rear camera • 5-megapixel front camera • 16GB flash storage • 802.11ac Wi-Fi • Bluetooth 4.0 • 3G/4G • 240x173x7.3mm (HxWxD) • 496g • One-year warranty www.snipca.com/20692

VERDICT: The attractive M2 10 sneaks into four-star territory, but lacks standout features to balance its flaws

★★★★☆

ALTERNATIVE: Samsung Galaxy S2 9.7 **£350** With 32GB storage plus a microSD card slot, this may not look good value but it's a better Android tablet

Plustek OpticFilm 135

Digitise your 35mm slides

With the rise of do-it-all printer/scanner/toaster/hoovers, you don't often see separate scanners these days. Something you can't usually do with those you find on multi-function devices, however, is scan 35mm slides. This requires three special features: a way of getting the slides in accurately and efficiently; the ability to shine light through them (known in the trade as 'transmissive' rather than 'reflective' scanning); and a very high resolution, because you're going to want to view and print the resulting digital images much bigger than the postage-stamp originals.

> **" Its unique design can't make up for poor scan results and fiddly operation "**

The OpticFilm 135 is one of various compact slide scanners that are built for this task. It's about the size of a small loaf, and unlike other models that stand up vertically and feed slides through from side to side, it sits flat on your desk and rolls a little tray out of the front to collect your originals (see main image). Two trays are included: one that takes four mounted transparencies, while the other accommodates up to six frames of film, which you'll need to cut from the roll. The trays are robust, with magnetic clasps rather than fiddly plastic clips, but there are no nubbins for the sprocket holes, so we found it tricky to get negatives positioned accurately.

Because no driver software is provided to use with image-editing programs, you have to use Plustek's supplied Page Scan Plus app, which works in Windows and on Macs. This is neatly presented, but always scans the whole area, taking four minutes at the full 3600dpi resolution, even if you only have one slide. You can choose from the usual range of image formats for output, but if you pick JPEG a default level of compression is applied, visibly reducing quality, and there doesn't seem to be any way to change this.

Unlike pricier scanners from Plustek and other companies, the OpticFilm 135 has no dust-removal or noise-reduction features, so unless your slides are pristine you'll be left trying to clean up the results in other software, inevitably with limited success. We don't expect miracles at this price, but it's hard to see why you wouldn't be better off with a good general-purpose flatbed scanner that includes film capability.

SPECIFICATIONS

3600dpi scanner • 48-bit colour depth • Requires Windows 7, 8 or 10 or OS X 10.8 or later • 104x175x259mm (HxWxD) • 1.6kg • One-year warranty www.snipca.com/20696

VERDICT: It's an attractively simple machine, but the OpticFilm 135 disappointed us with its inflexibility

★★☆☆☆

ALTERNATIVE: Canon CanoScan 9000F MkII **£160** This multi-purpose flatbed scanner may not specialise in scanning 35mm film, but it makes a better job of it

Buy It

Our pick of products that have won the Buy It award

LAPTOP

Asus UX305
£550 from www.snipca.com/19439
Tested: Issue 447

13.3in is a practical size for a laptop, and this light but sturdy 'ultrabook' has a smart and slim design that does justice to its capable performance. Upgradeable to Windows 10, it's limited mainly by its 128GB SSD, which makes it work fast, but might leave you needing more space.

ALTERNATIVE Toshiba Satellite C40-C
This 14in Windows 10 laptop looks like it costs a lot more. It's not the most amazing PC, but it's fantastic for the price. £200 from www.snipca.com/20245

DESKTOP PC

Mesh Elite Essential Skylake CA
£499 from www.snipca.com/19822
Tested: Issue 471

This compact tower system spends your money wisely on an excellent Intel i5 Skylake processor for all-round performance. The 2TB hard drive gives you plenty of space for all your files, and fast 802.11ac Wi-Fi is built in.

ALTERNATIVE: Dell Inspiron 24 5000
If you prefer your desktop PC in one neat box, this Intel i5 system has all the essentials at a reasonable price. £650 from www.snipca.com/20205

APPLE IPAD

Apple iPad Air 2
£349 from www.snipca.com/20435
Tested: Issue 437

Getting old, but still wonderfully slim and powerful. Buy with 64GB (£429) and you'll never run out of space. The Pro models are great with Apple's keyboard and Pencil, but work out much more expensive.

ALTERNATIVE: iPad Mini 2 Slower than the iPad Mini 4, with no fingerprint recognition and a less vivid screen, but an iPad at this price is great value. £219 from www.snipca.com/20436

ANDROID TABLET

PRICE DROP

Samsung Galaxy S2 9.7
£300 from www.snipca.com/20438
Tested: Issue 462

The Sony Xperia Z4 is too expensive and Google's cheaper Nexus 9 has been discontinued, leaving the 32GB S2 9.7 as the best mid-sized choice. It's a serious rival to the iPad Air 2, albeit slower.

ALTERNATIVE: Samsung Galaxy S2 8.0
Samsung also has the best iPad Mini rival. It's not as fast as the iPad Mini 4, but has 32GB and a great screen. £280 from www.snipca.com/20437

APPLE IPHONE

Apple iPhone SE
£359 from www.snipca.com/20175
Tested: Issue 474

It may be Apple's 'budget' phone, but the smaller SE beats most others in the market with top-end processing power, a great screen and camera, fingerprint recognition and Apple Pay. You should consider paying £439 for the 64GB model, though.

ALTERNATIVE: iPhone 6s A bigger screen, better camera and 3D Touch justify the price, but as with the SE the 64GB model (£619) is the best choice. £539 from www.snipca.com/20441

ANDROID PHONE

Samsung Galaxy S7
£570 from www.snipca.com/20086
Tested: Issue 473

Restoring the microSD slot to allow extra storage (something all Apple devices still lack) makes this an even more practical top-end phone than the S6, with a fantastic screen and camera and incredible 18-hour battery life.

ALTERNATIVE: Motorola Moto G (3rd gen) Samsung's J5 is a strong contender, but the waterproof Moto G, now discounted, is our all-round favourite budget phone £130 from www.snipca.com/20434

Buy It

E-READER

Amazon Kindle Paperwhite

£110 from www.snipca.com/17776
Tested: Issue 458

With a new high-resolution screen, the affordable Kindle lacks only automatic brightness adjustment and page-turn buttons (you have to swipe the screen). It's great value as long as you're happy to buy your books from Amazon.

ALTERNATIVE: Kobo Glo HD As good as the Paperwhite, but with more storage and slightly more compact, this is the independent e-reader to pick. £90 from www.snipca.com/19158

SECURITY SOFTWARE

Kaspersky Internet Security 2016

£16.95 from www.snipca.com/17874
Tested: Issue 437

Kaspersky Internet Security 2016 has won our past seven antivirus tests. Compatible with Windows 10, the 2016 edition is available at an exclusive reader discount on our Software Store. Go to the link above for a one-device licence, or buy a three-device licence for just £19.95 at www.snipca.com/20247.

ALTERNATIVE: Avast Free Antivirus Almost as good as Kaspersky, but sometimes blocked legitimate software. Free from www.snipca.com/16493

COMPETITION

Win 1 of 4 VideoStudio Ultimate X9

Compatible with Windows 7, 8 and 10, Corel's VideoStudio Ultimate X9 has over 2,000 customisable effects, transitions and titles to help you edit the perfect video. New tools include the Multi-Camera Editor, which lets you switch angles, add transitions and synchronise and align your clips. There's also new Multi-Point Motion Tracking, and more audio tracks than ever before. To enter, email your address to **cacomp@dennis.co.uk** with 'videostudio' in the subject line by midnight 21 June.

VideoStudio Ultimate X9 is available to buy now priced £79.99 from www.corel.com/gb. For the latest information on Corel products follow **@corelsoftware** on Twitter and 'like' www.facebook.com/Corel.

PC MONITOR

AOC Q2778VQE

£214 from www.snipca.com/19416
Tested: Issue 468

It comes with no extras, such as built-in speakers or a USB hub, but this 2560x1440 panel gives you a full 27in screen with excellent contrast and colour accuracy at a very reasonable price. It's a little laggy for gamers, but there's no ghosting on motion.

ALTERNATIVE: Dell UltraSharp U2414H This 1920x1080, 24in screen has a stand that can switch to portrait mode. Colour accuracy is excellent. £188 from www.snipca.com/18207

ROUTER

Trendnet TEW-812DRU

£94 from www.snipca.com/20594
Tested: Issue 427

An incredibly fast 802.11ac router that's also one of the cheapest we've seen. It's superb and it's the router to buy if you're ready to make the jump to 802.11ac.

ALTERNATIVE: Linksys WRT1900AC More expensive, but even faster and with loads of features too. £180 from www.snipca.com/14950

NAS

Synology DiskStation DS215j

£138 from www.snipca.com/20770
Tested: Issue 449

This two-drive NAS enclosure has it all – fast performance, easy configuration and plenty of extra features. Its only flaw is that installation is a little fiddly – but if you want quality network storage, then this is the obvious choice.

ALTERNATIVE: Synology DS414j A four-drive NAS that's generally fast and easy to set up and use. £245 from www.snipca.com/16707

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Edited by Sherwin Coelho

14 pages of easy-to-follow workshops and expert tips

Clean your PC deeper than ever

What you need: PrivaZer; Any Windows version (XP to 10)
Time required: 1 hour

We've tried countless PC-optimisation programs, but none clean your computer's hard drive as thoroughly as the free program PrivaZer. It scans your PC before removing over 100 types of junk files – including your cache, cookies, broken shortcuts, leftovers from uninstalled programs, and even junk left behind from previous versions of Windows. It also deletes your browsing data to enhance your privacy and protect you from hackers. Give the program a try and you could retrieve more than 30GB of storage space.

STEP 1 To download the program, go to www.snipca.com/20645 and click the blue Download button. Launch the downloaded setup file, then click Yes. You'll now see three options: you can either install the program on your PC **1**, run it without installing **2**, or create a portable version **3**, which you can then copy to a USB stick and use on other PCs. We selected the first option. Click Install **4**.
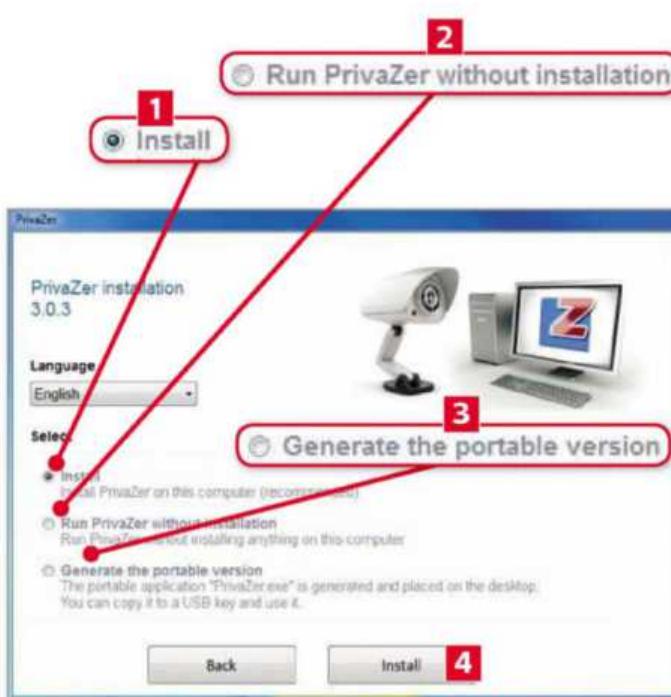
STEP 2 Now select 'I agree', click Next, then Install. Ensure all the boxes are ticked on the final screen, then click OK. The program will now launch on your PC. Select 'Adapt PrivaZer to your needs', then click Next. On the following screen, you need to choose Basic or Advanced PC user (the program will display cleaning options based on your selection). We recommend choosing 'Basic user' **1**. Click Next **2**.
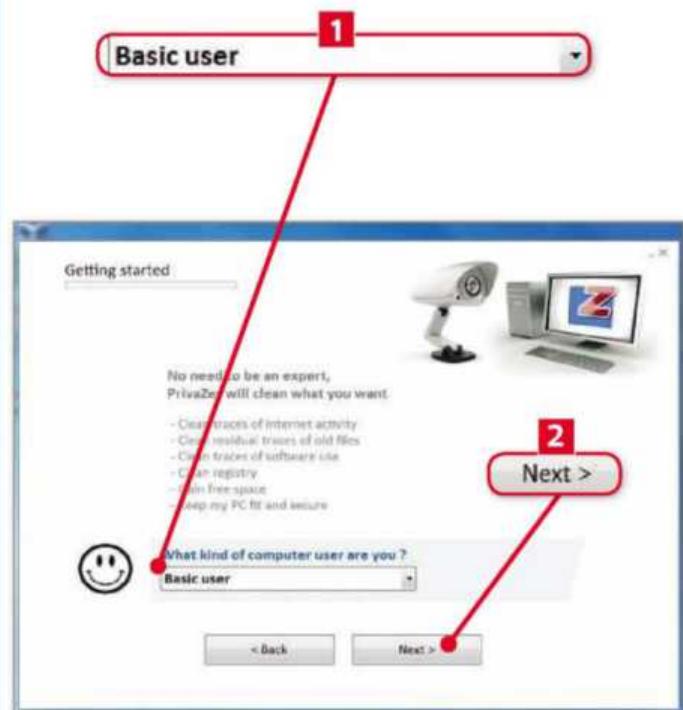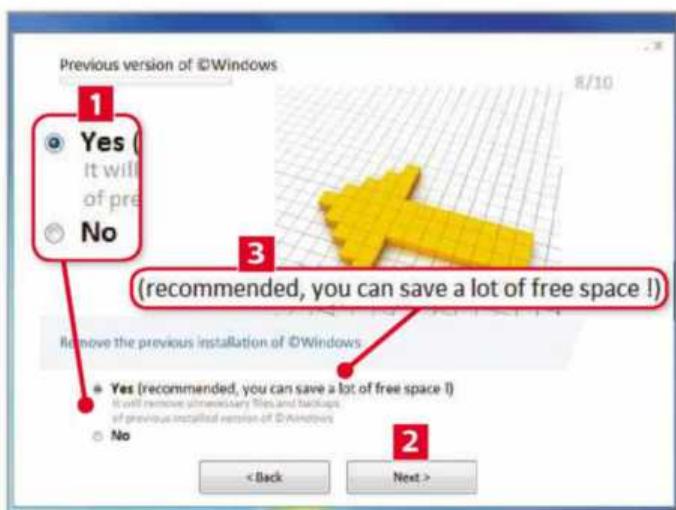
STEP 3 You'll now go through 10 screens, where you'll see optimisation options. Select Yes or No **1**, before clicking Next **2** to go to the next screen. For example, the program will prompt you to remove shortcuts left behind by programs you've uninstalled (screen 1), useless temporary internet files (screen 3), and junk left behind by previous Windows versions (screen 8). You can safely select Yes on most screens – an option that PrivaZer may even recommend **3**.
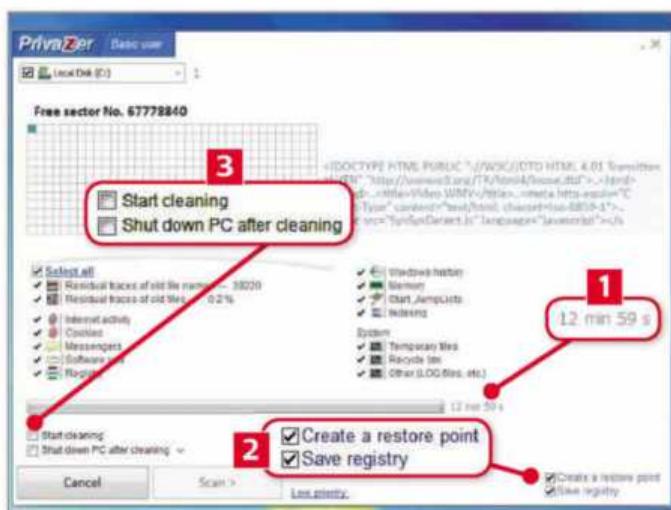
STEP 4 Click Save on the final (tenth) screen. Next, select 'Ready to perform my first scan', then click OK. PrivaZer will now scan your PC (for the items specified in Step 3) and give you an estimate of the scanning time **1**. You should now create a system restore point and save your registry **2**. Don't start the clean-up process or shut down your PC after optimising **3** (unless you're about to go to bed or leave the house).

STEP 5 After the scan, you'll see a list of categories for cleaning (all are ticked by default). Click any to see which files they contain **1**. In some categories, you'll see a pop-up menu that you can click for further options **2**. You can untick any category **3** if it contains items you want to keep, but we don't recommend that. The 'See cleanup options' link **4** gives you different ways to securely delete your files, but the default setting should be fine.

STEP 6 Click the Clean button to see three 'cleanup' options – Normal **1**, Quick **2** and Turbo **3**. Normal is the most thorough but takes the longest time (between 15-90 minutes). It will recover the most storage space because it permanently deletes (beyond recovery) any junk stored on your PC and private data from your browsing history. Select that option. The program will create a system restore point, then begin cleaning your PC.

STEP 7 By default, the program cleans your files as a 'Low priority'. This puts minimum strain on your PC's resources, making it easier to use it while the clean-up is taking place. However, for a more thorough clean-up (which takes longer and slows your PC during the process), change this to 'Max priority' **1** by clicking the Modify link three times **2**. You'll see an estimated time for the clean-up to finish at the top right. Avoid using your PC until this process has finished.

STEP 8 As files are cleaned, click to see them listed **1**. You'll also see the option to save your registry changes after the clean-up **2**. You can speed up the cleaning process by ticking Boost **3** and even pause or stop it if you need to **4**. After the clean-up (ours took 45 minutes), you'll see a summary and options to delete old system restore points (if you have any) to recover space. The program will then tell you how much space you've recovered (we recovered a massive 17GB!).
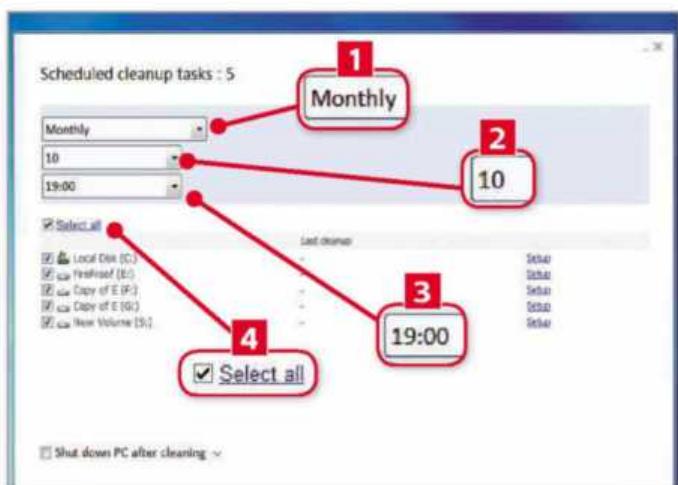
STEP 9 PrivaZer's also lets you schedule automatic scans. To do that, open the program, select Computer, then 'Schedule clean-ups' from the dropdown menu at the top. Next, select the scan frequency you want **1**, a date **2** and the time your PC is likely to be switched on **3**. Tick 'Select all' **4** to scan all your PC's drives, then click OK at the bottom.

STEP 10 Other useful options include the Clean button **1**, which lets you quickly delete traces of your online activity (passwords, logins, and more). You can also use the program to clean up space and boost the speed of any external hard drives, USB sticks, memory cards and NAS drives. To do that, connect the relevant drive to your PC, select it from the list **2**, change the dropdown menu at the top to 'Scan in-depth' **3**, then click OK **4** to begin the scan. ●

Recover storage on your tablet

What you need: Boost+ app, Android 5.0 phone or tablet **Time required:** 20 minutes

Boost+ is a new, free app that works on any Android device. It has several features that help you recover valuable storage space and speed up your phone or tablet. These include freeing up RAM by closing apps that run in the background and deleting accumulated junk files (such as the cache and temporary internet files) from the apps you use. It also lets you uninstall all your redundant apps in one go. We managed to recover around 3GB of storage space after using it.

STEP 1 Install the Boost+ app from www.snipca.com/20451. When you open the app you'll see its main screen. The app will analyse your device and provide an overview of its storage and memory **1**, with five options below. Tap Boost **2** to analyse apps running in the background and find out how much memory you can retrieve by closing them. Tap Boost again to do that. You'll see a message saying your memory is cleared. Tap the tick icon at the bottom.
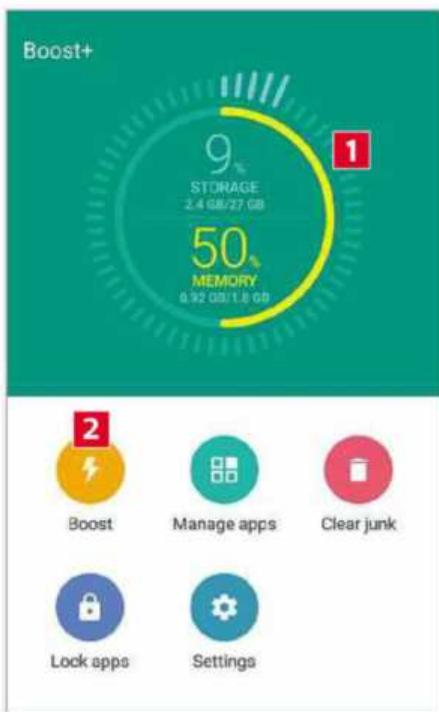
STEP 2 Tap OK if you see a message asking you to turn on Smart Boost. In future, this feature will automatically close any memory hogs running in the background to free up your device's memory, thereby making it faster. Now tap 'Manage apps' on the main screen. This lists every third-party app on your tablet, along with its file size **1**. Tap the three lines **2** for options to sort your apps by name, size and last used **3**.
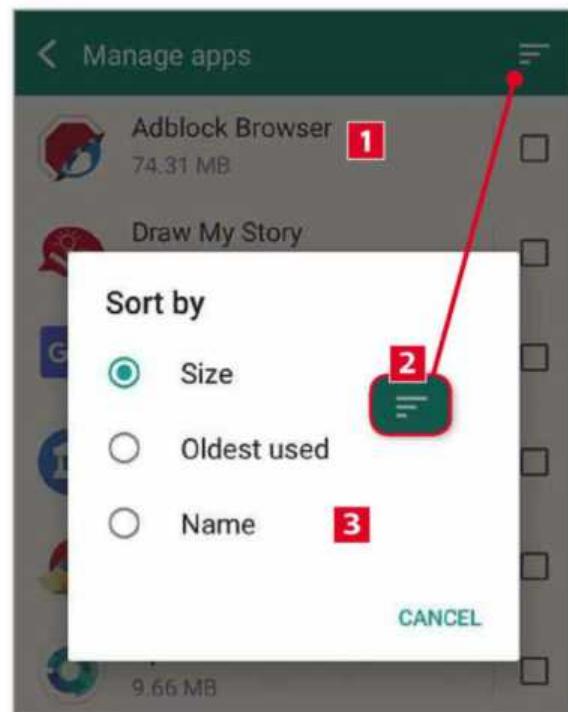
STEP 3 Tap to select 'Oldest used' (a clunky way of saying the apps you haven't used for a long time). The list of apps won't display until you give Boost+ permission to access your app-usage data. So instead, you'll be directed to your device's settings. Tap Continue, select Boost+, then tap the 'Permit usage access' slider to turn it on **1**. This tells Boost+ how you use your apps and how often you access them. Tap the Back button **2**.
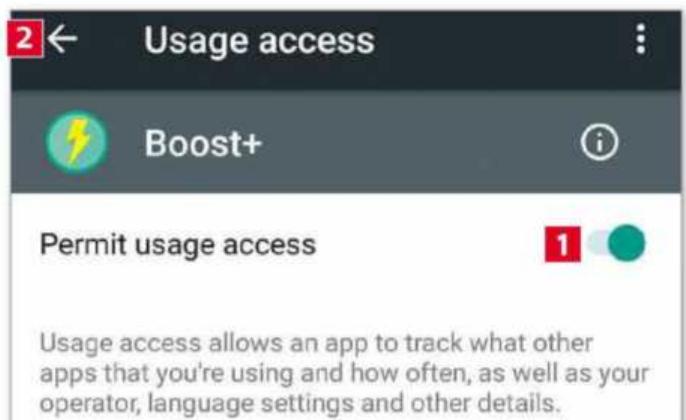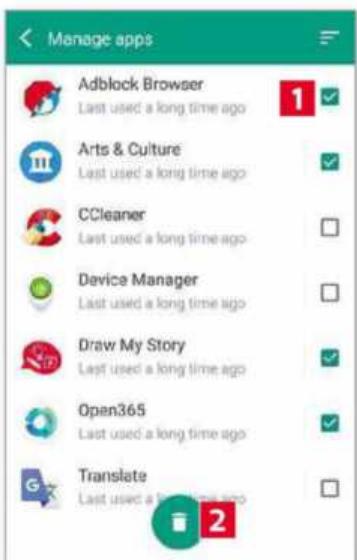
STEP 4 You'll now see all the apps listed that you haven't used recently. Android doesn't let you uninstall multiple apps in one go, but Boost+ has this feature. Tap to select all the apps you want to uninstall **1**, then tap the Bin icon **2**. You'll be prompted to confirm the deletion of each app. Keep tapping OK until you've removed every app you no longer want, then tap the Back button to return to the main screen.

STEP 6 Boost+ also lets you lock certain apps by creating a dot-based 'pattern' that you draw on screen. This is useful if you have children or share your device with others. Tap 'Lock apps' on the main screen. You now need to draw and confirm your lock-screen pattern by joining dots on a grid with your finger. Next, confirm your birthday (the app will ask you for this if you forget your pattern). Tap the DD/MM/YYYY button at the top right. Next, tap the year **1**, scroll down and select the year you were born. Use the arrows to select the month **2**, tap the date, then tap OK **3**.

STEP 5 Tap 'Clear junk' on your main screen, then Allow to let the app access your media files. You'll now see a breakdown of any junk files – including memory cache files, temporary internet files, and adverts you may have downloaded by mistake **1**. The graph **2** indicates how much junk you can recover by deleting all these items. Tap the broom icon **3** to remove all this junk, then tap the tick icon to return to the main screen again.

STEP 7 You'll see a list of all the apps on your tablet with sliders beside them. Tap the sliders beside the apps you want to lock, then tap the Back icon. Whenever you try to open these apps from now on, you'll be prompted for your passcode pattern. Finally, tap Settings on Boost+'s main screen. The app has two useful Notification options at the top. The first tells you when junk on your device has exceeded 1GB **1**. The second informs you when you've not used certain apps in over a month **2**. You can tap both options to change their default criteria. ●

Add new tools to your mouse

What you need: X-Mouse Button Control; Windows Vista, 7, 8 or 10
Time required: 25 minutes

A standard mouse has two buttons (left and right) and a scroll wheel that you can click to use as a button. Free software X-Mouse Button Control lets you extend the functionality of your mouse by changing what these three buttons do. Aside from that you can also customise these buttons' functions within specific programs, making your mouse more useful than ever.
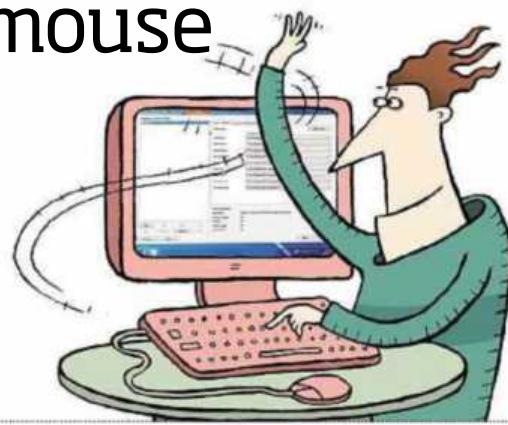
STEP 1 To download the program, go to www.snipca. com/20658 and click the 'Latest version' link at the top left. Open the downloaded setup file, click Yes, Next, I Agree, then keep clicking Next until you have to click Finish. The program sits in your PC's notification area **1**, so double-click its icon to open it. You'll see a Profiles field on the left with one ticked profile called 'default' **2**. On the right, you'll see dropdown menus for different mouse buttons **3**. You use your left mouse button to select items and move your cursor, so we don't advise changing its default settings.
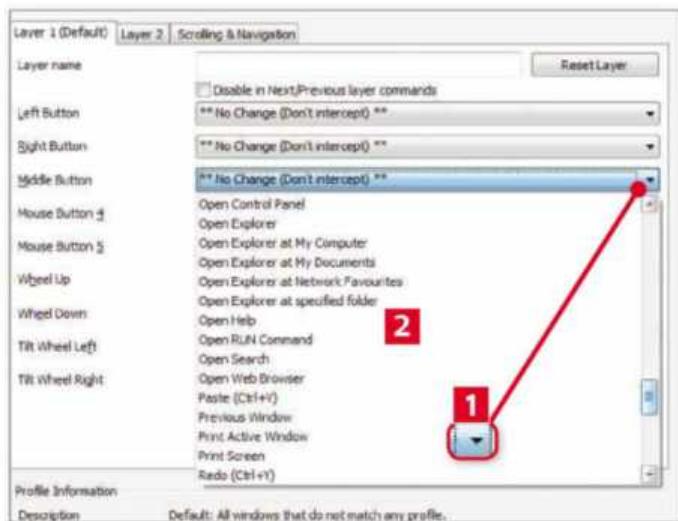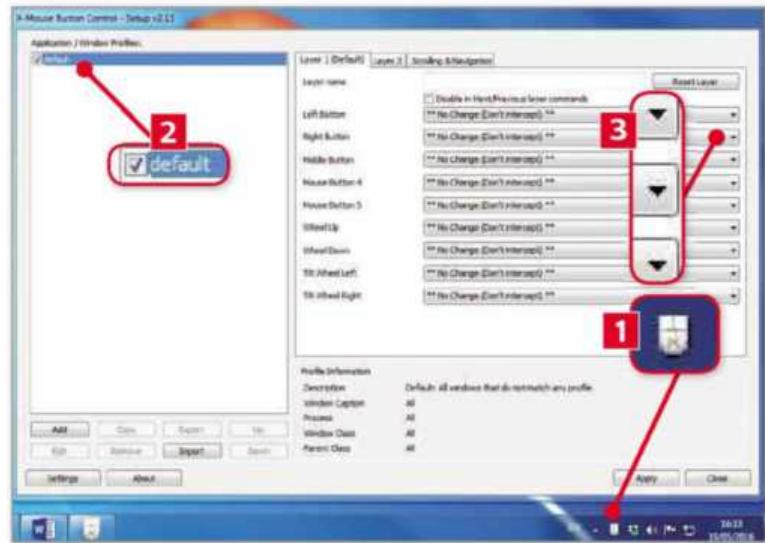
STEP 2 We'll show you how to assign different functions to your middle button (whether it's a physical button or scroll wheel) and your right button. Click the Middle Button dropdown menu **1**. You'll see a list of more than 50 options **2** (arranged alphabetically). These include Cut, Copy, Paste, options to refresh and close your browser, control music playback, and open different folders and locations – including File Explorer, Documents, My Computer and Control Panel.

STEP 3 We'll show you how to change your middle button so it opens the Alt+Tab task switcher, which lets you access open programs and switch between them. Similarly, we'll make the right button open the Control Panel with one click. Click the Middle Button dropdown menu and select Alt+Tab **1**. Next, click the Right Button dropdown menu, select Open Control Panel **2**, then click Apply **3**. Press the relevant mouse button whenever you want to launch that item.

STEP 4 You can also set your mouse buttons to perform specific functions within certain programs. We'll demonstrate this using Chrome (but you can use Internet Explorer or Firefox if you prefer). Open your browser, then click the Add button **1** in X-Mouse, select your browser in the list **2**, then click OK **3**. The browser will now appear in your list of Profiles and you'll notice that the dropdown menus on the right will be set to their default values.

STEP 5 Now change the middle and right button dropdown menus to functions you'll find useful in your browser. For example, we selected Browser Refresh for the right button **1** and Back for the middle button **2**. Click Apply **3** when you've finished. Now, whenever you're using your browser you can refresh the page or go back with a single mouse click. When you're not using your browser, these buttons will perform the commands you set up in Step 3.

STEP 6 There's another way to add functions to your mouse buttons in a specific program. We'll demonstrate with Outlook, so open it on your PC. Next, in X-Mouse, click Add at the bottom left, then click the Specific Windows button at the bottom left. Now click and drag the black pointer **1** to Outlook's middle pane (which lists all your emails). The fields in the Find Window section will be filled automatically **2**, so click OK **3**. Next, set the Right Button dropdown menu to Open **4** and the Middle Button dropdown menu to Minimize Window **5**. Now select an email in Outlook's middle pane, then press your right mouse button. This opens the email in a separate window. Pressing the middle button minimises Outlook on your PC.
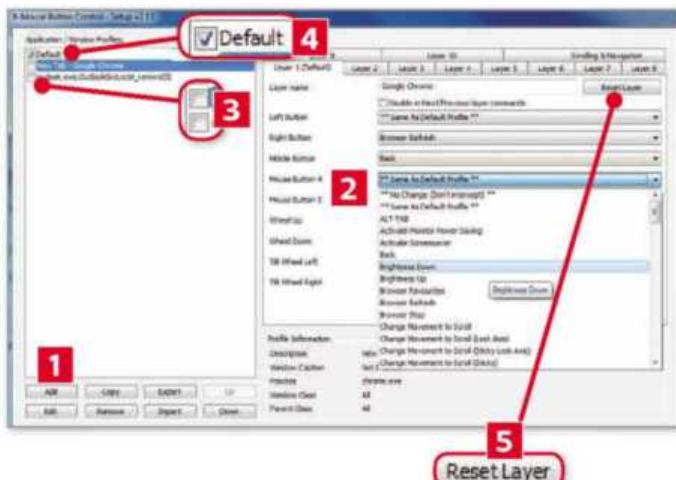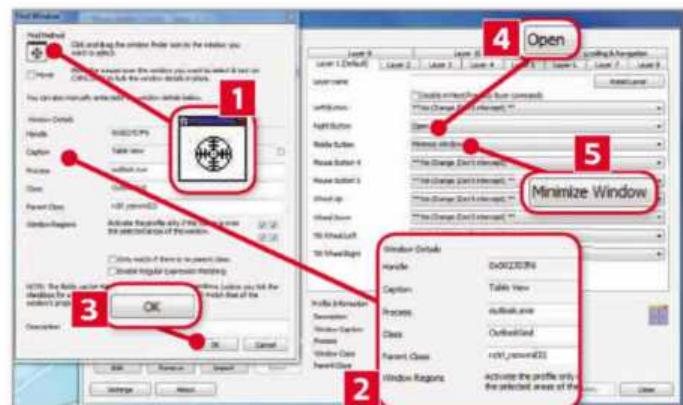
STEP 7 Using the above steps, you can add **1** rules for other open programs. If you have a mouse with more buttons (on the side, for example), then you can extend their functionality using their dropdown menus **2**. To switch off the mouse customisations for a particular program, simply untick its profile **3**, then click Apply. You can't untick your Default profile, but you can remove its mouse-button functionality by selecting the profile **4**, clicking Reset Layer **5**, then clicking Apply. ●

Un-send emails to avoid disaster

What you need: Microsoft Outlook; Any version of Windows
Time required: 10 minutes

We've all made the mistake of sending an email, only to wish we hadn't – perhaps because we forgot to include some important details or, worse still, sent it to the wrong person. Outlook has a useful hidden setting that, when activated, delays sending your emails for up to two hours, giving you enough time to rectify any errors you've made before resending. We'll show you how to set this up to avoid any embarrassing mistakes.

STEP 1 To delay outgoing emails, you first need to create an Outlook 'rule'. If you use Outlook 2007 or earlier, click Tools at the top, then click 'Rules & Alerts'. If you use Outlook 2010, 2013 or 2016, click File at the top left, then click the 'Manage Rules & Alerts' button **1**. Next, click New Rule **2**, select 'Apply rule on messages I send' **3**, then click Next **4**. Finally, click Yes to confirm.
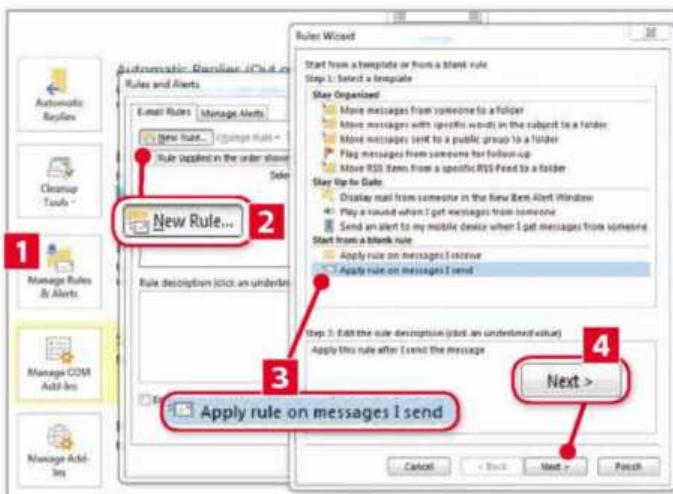
STEP 2 In the Rules Wizard, tick the last option ('defer delivery by a number of minutes' **1**). This will now appear in the field below. Now click the 'a number of' link **2**, then type the number of minutes you want to delay outgoing emails **3**. When you've finished, click OK **4**, then click Next twice. On the final screen, you'll see a three-part summary of your rule. Give your rule a name (optional) in the first part, ensure 'Turn on this rule' is ticked in part 2, then tick the rule description in part 3. Finally, click Finish, OK, Apply, then OK again.
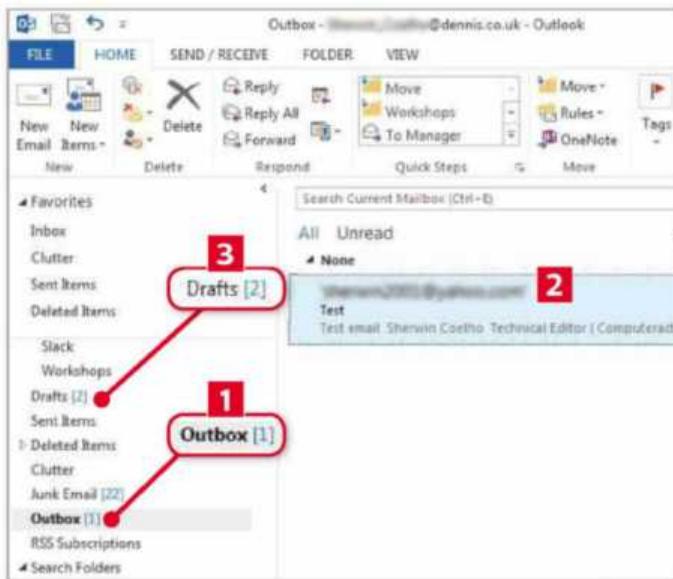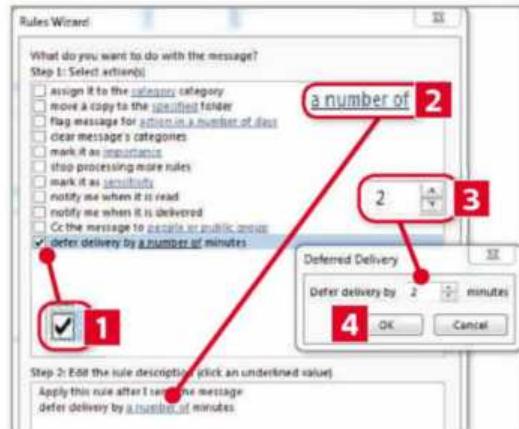
STEP 3 Write and send your email as you normally would. Unlike before, it won't be sent immediately. Instead, it will remain in your Outbox **1** until the time delay you specified has elapsed, after which it will be delivered. During this time you can edit your email if necessary. To do this, go to your Outbox, then click and drag the email **2** to your Drafts folder **3**. Open your Drafts folder, make any changes you want to the email, then send it (the email will be delivered after the delay you specified).

NEXT ISSUE

ON SALE 22 June

- Fix every PC problem in one program
- Unmask malware hiding on your PC
- Reinstall Windows 7 with 1,000 updates
- Use Windows 10's superb OneDrive app

TIP OF THE FORTNIGHT

Transfer Android files from phone to PC

My Android phone recently got updated to the latest version (6.0 Marshmallow). It's much faster, but I couldn't figure out how to transfer files from my PC to my mobile – and vice versa. Before the update, whenever I connected my phone to my PC, the phone would begin charging. But, as well as that, I could see the phone added as a device to My Computer on my PC. From here, I could access all its files – videos, music, photos, etc – and transfer them between my PC and phone.

The phone still charges after being connected to my PC. However, clicking the phone's device folder

Use USB for

○ Charging
   Just charge this device

● File transfers
   Transfer files to Windows or Mac (MTP)

○ Photo transfer (PTP)
   Transfer photos or files if MTP is not supported (PTP)

○ MIDI
   Use device for MIDI input

CANCEL

within My Computer displayed an empty drive. At first, I thought the 6.0 update formatted my phone, but this

wasn't the case. I then found out what the problem was.

Basically, Marshmallow has added an extra layer of security to devices. Now whenever you connect a phone or tablet to your PC, it will be set to 'Charge by default'. If you want to transfer files, first connect the phone to your PC. Now unlock your phone, swipe down from the top, tap 'USB for charging', then select 'File transfers' (see screenshot). You'll now be able to transfer your files between phone and PC as before.

Geoff St Louis

The winner of every Tip of the Fortnight wins this exclusive Computeractive mug!

BROWSER EXTENSION
See how long it'll take you to read online articles

I sometimes tend to get so engrossed in reading online articles that I lose track of time. The other day I discovered a useful Chrome extension called Readism that tells you approximately how long an online article will take to read.

To install it, open Chrome, go to www.snipca.com/20738, click the blue '+Add the Chrome' button, click 'Add extension' then restart your browser. From now on, whenever you open an article, you'll see under the Readism icon an estimate of how many minutes it'll take to read (three minutes in the screenshot below).

You'll also see a small tile at the bottom right of your screen indicating this time.

This stays on your screen for five seconds, by default. You can make the tile bigger and make it appear for longer by clicking the extension, then clicking Settings. If an article takes longer than 10 minutes to read, I save it to my favourite read-later service, Pocket (https://getpocket.com), so that I can read it at my leisure via the website or free apps.

Robert Armstrong

PHOTO EDITING
Create a panorama photo without software

I know there are free programs that let you stitch adjacent photos taken from the same point to create a panorama, but when I read about a website, called Dermandar, that lets you do this in two simple steps, I was eager to try it out.

Go to www.dermandar.com/create and choose 360 View or Wide Angle. Now select the adjacent images on your PC (two minimum), then click Open. The website will automatically stitch your photos into a high-resolution panorama image. Click the Fullscreen icon to pan around the image using your mouse. To download this panorama to your PC, click the Options button at the top right, 'Save as large image to your local drive', then 'Save as'. Finally, rename the image and choose where you want to save it.

Pat Kennedy

Dropbox Preferences

General | Account | Import | Bandwidth | Proxies

Location

C:\Users   Move...

Selective sync

Select which folders sync to this computer   Selective Sync...

Account linking

Sherwin Coelho's Dropbox
(sherwin2001@yahoo.com)   Unlink This Dropbox...

CLOUD STORAGE
Un–sync Dropbox folders to recover PC storage space

My PC was running out of storage space and Dropbox was responsible for more than 10GB of this. A friend told me I can 'un-sync' specific Dropbox folders that I don't need on my PC to recover space.

To do this, click the Dropbox icon in your PC's system tray. Click the cog icon at the top right of the pop-up menu, then click Preferences. In the window that opens, select Account, then click the Selective Sync button (see screenshot above). By default all your PC's folders will be ticked, indicating they're all synced with your PC. Untick the folders you want to stop syncing, click Update, then click Apply and OK.

Eddie Radford

READISM

View **articles** to automatically get a reading time estimate in the bottom right corner of the page.

Settings

Web

FORUMS

food chain

Phone and Tablet Tips Brilliant things to do on your device

ANDROID & iOS
Tracks flights on your phone or tablet

A little-known feature of Google Now (default app on Android; iOS www.snipca.com/20752) is that it can track the status of any flight – whether that's future flights you've booked or current flights that a friend or relative is on. You only need to know the flight number (for example, BA 1479).

If you had your flight booking emailed to you and it's in Gmail on your device, then you'll automatically see its status in Google Now a few hours before departure. This is useful because it informs you of any flight delays and even

tells you the gate number as soon as it's announced. To check someone else's flight status, type their flight number into Google Now, then tap Enter. You'll see all the important information as a Google Now card (see screenshot below left). What's more, you'll receive a notification when their flight takes off and lands.

ANDROID & iOS
Enhance your photos in a few minutes

Apart from being one of the best photo-storage services around, Google Photos also lets you make quick edits to your photos with just a few taps. Open the app (Android www.snipca.com/20753; iOS www.snipca.com/20754), tap a photo you want to edit, then tap the pen icon at the bottom.

You'll see a panel with five options with three further icons below these (see screenshot above right). Tapping Auto (bottom left) makes automatic changes to the photo by boosting its light, colour, contrast, and so on. Tap Reset to manually edit your photo. Tapping the four other options (Light, Colour, Pop and Vignette) displays sliders that let you change the intensity of each effect on your photo.

The middle icon at the bottom lets you
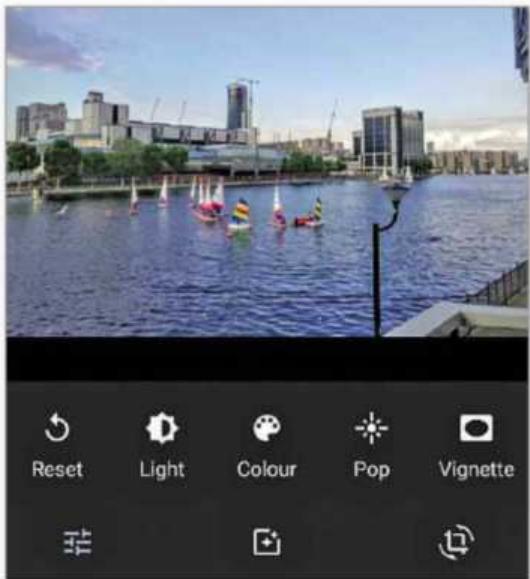
add 14 filters to stylise your photo, and the bottom-right icon lets you crop and straighten it. When you're happy with your edits, tap the tick icon at the bottom, then tap Save at the top.

iOS
Add important emails to a VIP list

Apple's Mail app has a useful VIP section (for very important emails). We'll show you how to add contacts to your VIP list and set notifications for any emails they send you. Open the Mail app, tap Inbox at the top left, then Mailboxes. Next, tap the VIP section, then the Add VIP button. This

Best New Apps What you should install this fortnight

Android Pay
Free
Android: www.snipca.com/20755
With this app, you can now use your Android phone to make contactless payments. First, go to www.snipca.com/20756 to check whether your bank supports the technology. The page also has information on how to use the app to make payments and keep track of them.

Gboard
Free
iOS: www.snipca.com/20757
Google's iOS keyboard app has all the features you'd expect, including swiping your fingers across letters to type words and a predictive text tool. But its unique selling point is its ability to carry out Google searches with a single tap. You can then add your search results to the app you're using.

Send Anywhere
Android, iOS, Windows Phone: www.snipca.com/20758
New to Windows Phone, this app lets you share lots of files (up to 1GB) in one go with any of your contacts. After sending the files, you'll receive a six-digit code, which you then need to share with the recipient. Once they enter this code, the files will start downloading to their device.

displays your device's contact list in a panel on the left. Tap to select the first contact you want to add, then tap Add VIP. Repeat this process to add other contacts.

To create customised alerts for emails from these contacts, tap the VIP Alerts button at the bottom. This opens the Notifications option in the Settings app. Scroll to the Mail section, then tap VIP. You can now customise your email alerts. Use the sliders (see screenshot below) to switch on or off message previews on your home screen, on your lock screen and in your notification centre. You can also select how you want to see these email alerts when your device is unlocked, and change their notification sounds.

WINDOWS PHONE
Make your phone suitable for kids

In 'Phone and Tablet Tips', Issue 473, we showed you how to upgrade your Windows Phone to the latest version – Windows 10 Mobile. One of its best features is Kid's Corner. This is a separate homescreen where you can restrict what content (games, music, photos/videos and apps) your children can access.

To use it, swipe down from the top of your screen, tap 'All settings', Accounts, then Kid's Corner. Tap Next to see four categories – Games, Music, Videos and Apps. Tap each category and select the items you want your children to be able to access. When you've finished, tap Next at the bottom, then tap 'set password'. You'll be prompted to enter your

Microsoft account password, after which you need to type and confirm a four-digit PIN. Now go back and tap Finish. You'll now see a new Kid's Corner homescreen with the content you selected. The next time you turn on your device, you'll be prompted for your passcode, which will log you in to your regular homescreen.

iOS
Download podcasts to listen offline

iPhones and iPads have a default Podcasts app that lets you subscribe to your favourite shows and download episodes to listen to offline. Open the app to see five sections at the bottom. Tap the Featured section to see a list of shows. Alternatively, tap the Top Charts section. If you don't find what you're looking for, tap the Search button and type the name of the show.
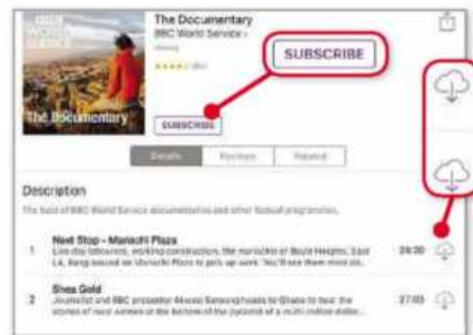
Select a show, then tap the Subscribe button (see screenshot above). The show will be added to the My Podcasts section and you'll receive notifications whenever there's a new episode. To download episodes that you can listen to offline, select a show, then tap the cloud icon next to the particular episode.

Games With Kids
What to play together on your phone and tablet

AGES 0-5
Mr.Fox and Shapes HD
£2.29 www.snipca.com/20759 (iPad only)
Your toddler will love this app's cute characters and simple shape-based games, including puzzles and hunting missing pieces. We enjoyed the game in which you drag a shape to form an object, which then comes to life as an animation.

AGES 6-10
Fast like a Fox*
Free www.snipca.com/20760 (Android)
Free www.snipca.com/20761 (iOS)
In this entertaining game, your child plays as a fox running through the wilderness. Tap the back of your device to accelerate and the screen to jump. They need to overcome obstacles and collects coins to win additional points and extra lives.

AGES 11-16
BBC Bitesize
Free www.snipca.com/20762 (Android)
Free www.snipca.com/20763 (iOS)
Bitesize is a new study app from the BBC to help teenagers through their exams. After they select their grade and subjects, the app then presents relevant subject matter as videos and flashcards. They are then tested via multiple-choice questions.

*Contains in–app purchases

Make Windows Better

Clever tips for every version

Access Task Manager in five different ways

Task Manager is one of the most useful tools in Windows because it gives you a detailed overview of all the programs, apps and services running on your PC (including those in the background). You can, for example, use it to instantly close a problematic program that has crashed and frozen your PC. To do that, right-click the program's entry in Task Manager, then click End Process.

There are five simple ways to open Task Manager. The most common is to press Ctrl+Alt+Del and, from the list of options, click Start Task Manager. The quickest way to access it, however, is by using the keyboard shortcut Ctrl+Shift+Esc. The third way is to the right-click the taskbar, then click Start Task Manager.

Alternatively, you can use Task Manager's Run command. Press the Windows key+R to open the Run box, type taskmgr, then press Enter to launch the program. If you use Windows 8 or 10, there's a fifth way to launch Task Manager. Right-click the Start button to see a list of options (also known as the Power User Menu), then click Task Manager.

WINDOWS 7, 8, 10
Find and delete empty folders

Empty folders don't take up space on your PC, but they can still clutter up your hard drive, making it difficult to find what you're looking for. Empty Folder Finder is a free, small portable program that finds all the empty folders on your PC so you can delete them.

To install the program, go to www.snipca.com/20631, click the Windows Download link button at the top, then run the downloaded setup file. When it opens, click the Browse button, navigate to your PC's C Drive, then click Go. The program will scan that drive for all empty folders and list them. If you're unsure about a folder (a system folder, for

WINDOWS 7, 8, 10
Create a slideshow in 10 minutes
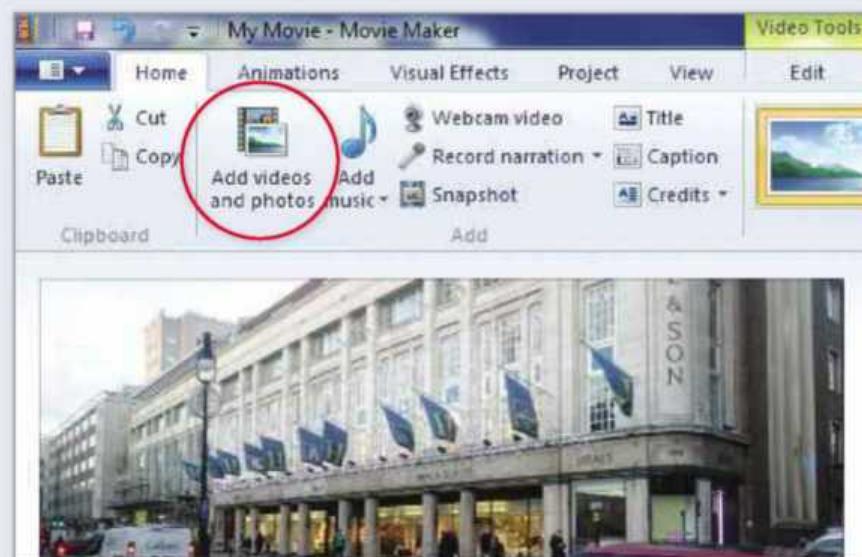
Ever needed to put together a slideshow with background music in double-quick time? Using Windows Movie Maker we'll show you how to create one in under 10 minutes. Movie Maker has the advantage over PowerPoint in that you'll be able to play the slideshow on any PC, even those that don't have Microsoft Office.

It comes as part of Microsoft Essentials, so search your PC to see if you already have it. If not, install it for free from www.snipca.com/20629. After opening the program, click 'Add videos and photos' (see screenshot) and navigate to your photo folder. Next, press Shift, click to select the images you want to add, then click Open. To add music, click 'Add music', navigate to the file you want to use on your PC, then click Open.

Next, click the Animations tab. Here, you can apply transitions and pan and zoom effects to your slides. Select the slide on the right, then choose one of the animation effects at the top. Each transition plays for 1.5 seconds by default, but you can change this in the Duration dropdown menu at the top.

By default, each slide will display for seven seconds. To change this, click the Edit tab. Next select each image in turn, and change its duration using the Duration dropdown menu. When you've finished, click the dropdown menu at the top left, 'Save movie', then 'For computer'. Finally, rename your slideshow and choose where you want to save it on your PC.

example) it's probably best to keep it. Finally, press Shift, click to select the folders you don't want, then click Delete (see screenshot below left). Repeat this process with any other drives.

WINDOWS 10
Make quick calculations using Cortana

A little-known feature of Cortana is that you can use it to make quick calculations and unit or currency conversions. To try this, click in Cortana's search field, and type a calculation (such as 457+875+987 – see screenshot above right) to instantly see
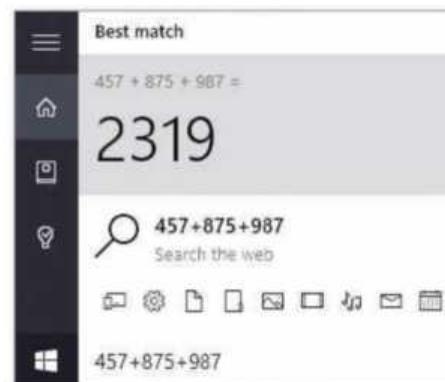
the answer above. Similarly, you can type £950 in dollars to convert that amount to US currency.

Make Office Better

Expert tips for every program

SWAY

Add photos and videos to the same section

In previous issues, we've explained how to add various elements (photos, videos, charts and maps) to your presentations. Until now, you could add only one element per section or slide. However, Microsoft's online presentation tool has a new feature that lets you add all these elements to the same section. It then automatically generates a layout, which you can customise.

Go to www.sway.com, click 'Sign in' at the top right, and log in using your Microsoft account. We'll show you how to add multiple elements to a new presentation. Click Create New on Sway's main page, give your presentation a title, press Enter to add a new section, then type whatever you want into its text field at the top.

Next, click the Insert tab at the top left, click inside the 'Search sources' field at the top and type a search term of your choice (such as 'British summer').

You'll see a collection of images and videos (free and copyright-free) relating to your search term that you can add to your sway. Select the files you want to use, then click Add at the top left. All will be added to the same section of your sway. Click Cards at the top left to add items like charts, tweets and maps to your section.

When you've finished, click the Preview section on the right to see your added elements as tiles (of varying sizes) on the same page. While you can't rearrange them, you can remove or resize them. Click any tile to see two options – Emphasize and Delete. Emphasize has three options: Subtle, Moderate and Intense, which change your tile's size (see screenshot).

WORD

Add screenshots to your documents

It's easy to insert a screenshot into a Word document. This can be useful if you want to email details of a PC problem to someone who can help, or you want to illustrate a particular program or website in greater detail. We'll explain how to take a shot of your entire screen and a section of it.

For a full-screen shot, open the program (or navigate to the location on your PC) you want to capture. Next, open your Word document and position your cursor where you want to add the screenshot. Click the Insert tab, then the Screenshot dropdown menu in the Illustrations section (see screenshot below). Next, click your screenshots thumbnail in the Available Windows section.

To take a screenshot of a partial area of your screen, click Screen Clipping at the bottom of the Screenshot dropdown menu. Your screen will be greyed out and your cursor will become a crosshairs symbol. Click and drag this to select the area of the screen you want to take a screenshot of. This will then be added to your document.

ONENOTE

Search for terms in OneNote Online

Every month, Microsoft updates its online tools. In May, it added the option to search for any text you select in OneNote Online. Go to www.onenote.com, click 'Sign in' at the top right, and log in using your Microsoft account. To find the definition of a word or phrase in your notes, simply highlight the relevant word(s), right-click your selection, then click the Smart Lookup option. You'll now see a panel on the right with relevant search results. Click any of these to open those results in your default browser.
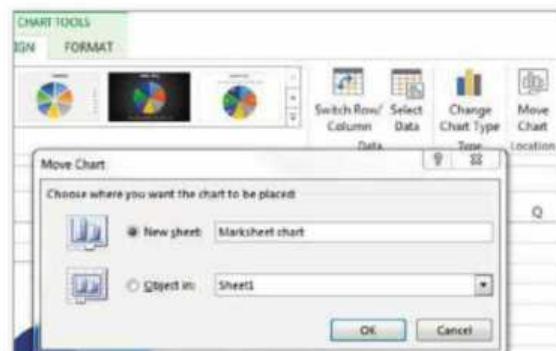
EXCEL

Move your chart to a new sheet within the same file

Excel has useful tools that let you create charts with minimum fuss. You can then customise these and move them to a new sheet within the same Excel file, which is a handy way to keep your data and graphs separate.

First, select the data you want to base your chart on. Next, click the Insert tab, click Recommended Charts, choose one of the default chart styles, then click OK. You can customise this chart using the options in the Design tab. To move the chart to a new sheet, click Move Chart at the top right of the Design tab (see screenshot above), select 'New sheet', name your sheet, then click OK. Your sheet (and chart) will now appear as a tab at the bottom left of your spreadsheet.
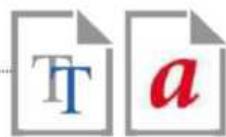
Windows fonts

Install new fonts, change Windows' default font and find hidden characters

Where to find new fonts

If you want to add a novel touch to a document, presentation or poster, it's worth seeking out new fonts to add to Windows. However, finding free fonts to download isn't as easy as you might think, with many font designers looking to sell rather than give away their designs.

However, there are a few online resources that offer fonts for free, such as Font Squirrel (www.fontsquirrel.com). This website offers a preview of the font and provides a download link (see screenshot below right – be aware that some of these links may take you away from Font Squirrel to the font designer's website).

You will see options to download TrueType fonts (with the extension .ttf) or OpenType fonts (.otf). Both should work in Windows. TrueType fonts usually come in a Zip file containing multiple files that make up the font. OpenType

Download new fonts to use in Windows from Font Squirrel

is a newer font type capable of storing more information so it comes as a single file (see box below).

Add and remove fonts

Once you've downloaded a selection of new fonts you will need to add them to Windows so they can be used in programs such as Word 2016. Click the Start button, type fonts and press Enter. This will open the Fonts panel, which contains every font installed on your system. To add a font you've downloaded simply drag and drop the .ttf or .otf file into the Fonts panel (see screenshot above right). The fonts will then be installed and added automatically to Word, PowerPoint, etc.

If you want to remove any fonts from you PC, click on the font within the Fonts panel and then click Delete. You can also see how a font looks by clicking the Preview button.
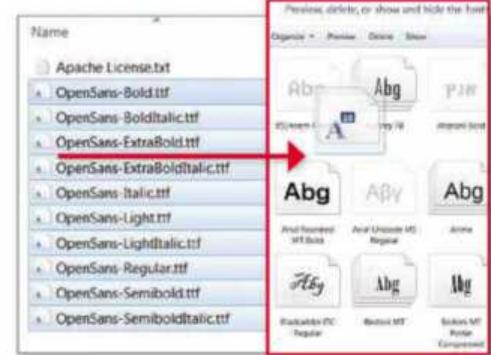
Drag and drop a downloaded font to the Fonts panel to install it, remembering to include every .ttf file if installing a TrueType font

Change font used in Windows

Windows 7 and 8.1 users can change the default font used across Windows – in title bars, menus, icons and so on (bear in mind though that this is not currently possible in Windows 10).

Open Control Panel and click 'Appearance and Personalization', then Personalization. Next, click Window Color (at the bottom of the panel), then 'Advanced appearance settings'. Now choose a component from the Item dropdown box (Inactive Window, Active Window, Message Box, etc) and select your preferred font, size, colour and style (you'll see your changes reflected in the preview pane), then click Apply when you're happy. If you want to revert to Windows' default fonts at any time, select the Segoe UI font (size 11).

Make fonts easier to read

To make fonts more legible on modern LCD screens Microsoft uses a technology called ClearType, which fine-tunes how text displays on your screen. This system – launched back in 1998 – still features in all versions of Windows up to and including 10. Tweak it to suit your taste by clicking 'Adjust ClearType text' in the Fonts panel, ticking the 'Turn on ClearType' box, then clicking Next. Click Next again to select your display, then select the text samples that look clearer to you (clicking Next each time). Finally, click Finish.

Find hidden characters in font files

An OpenType font file has sufficient storage space for up to 65,000 characters, giving font designers the scope to include special characters, foreign-language accents and even images (known as glyphs). You can use these less common characters in Word and other programs.

To find out which secret characters are in the font files installed on your system, tap the Start button, type fonts and press Enter. Now click 'Find a character' (on the left) and tick the 'Advanced view'

box. Next, select the font you want to search from the dropdown list at the top of the panel, then type your search term and click Search. For example, type tilde to see the character that sits above the 'N' in Spanish words (piña colada, for example). Once you find a character you want to use, select it in the search results, click Select, then Copy. You can now paste the character into an open document by pressing Ctrl+V. See 'What's All the Fuss About?, on page 49 for more info.

Project Centennial

Microsoft hopes to revamp your favourite old programs as Windows 10 apps

What is it?

A new Microsoft tool that software developers can use to convert old programs into desktop apps that can run in Windows 10. Officially called Desktop App Converter (www.snipca.com/20517), it could lead to more of your favourite software being reinvented for Windows 10. Microsoft itself has used the tool to create apps for four veteran programs.

Which ones?

XPS Viewer (www.snipca.com/20526); 'Windows Fax and Scan' (www.snipca.com/20529); WordPad (www.snipca.com/20527); and Character Map (www.snipca.com/20528). Clicking these links takes you to each app's page in the Windows Store (see screenshot below), though they can't be installed yet. Microsoft appears to be testing them before they are released, probably as part of the Anniversary Update later this summer.

What can they be used for?

Lots of 'boring but useful' functions. 'Windows Fax and Scan', for example, lets you send and receive faxes, as long as your PC has a fax modem (Microsoft explains more at www.snipca.com/20518). Using XPS Viewer, you can open files that are saved in the XPS format, Microsoft's alternative to PDF. Like 'Windows Fax and Scan', it was introduced in Windows Vista.

Older than both by a few years is WordPad, a word-processing tool that came with Windows 95. But the oldest is CharacterMap, which debuted in 1992 as part of Windows 3.1. It lets you add to documents characters that you won't find on a keyboard, such as the umlaut (two dots) that appears over some vowels in German words (see screenshot above).

All four were originally built using Win32 – Microsoft's tool for creating 32bit programs and first seen in Windows NT in 1993. Microsoft is encouraging developers of other 32bit software to update their programs using Project Centennial.

Why is it doing that?

Because Microsoft's dream is to make all its apps "universal", so they work the same across Windows PCs, laptops, phones and tablets (this is often called 'platform-agnostic' by developers who have a PhD in Jargonology). Microsoft's long-term aim is to close the 'app gap', which is the gigantic chasm that separates the number of apps available for Android and iOS (millions) and for Windows (far fewer).

Can't I already use these programs in Windows 10?

Yes - open them by typing their names into Start. But that misses the point. What's important is that Microsoft has shown how ancient programs can be given a new lease of life by being turned into desktop apps.

Remind me – what's the difference between a desktop app and a program?

Partly, it's a matter of design. With desktop apps (sometimes called 'Metro-style apps' or 'Windows Store apps') Microsoft wants to declutter software so you see only what you need – none of the menus or buttons that appear in traditional programs.

But there's also an important technical difference, which is that desktop apps never truly open or close on your command. You don't need to close them when you're finished because they don't use much of your system's power. They just hang suspended in the background, behaving much more like phone and tablet apps.

Can I stick with traditional programs?

Yes, and there are good reasons for doing so. Microsoft will probably think you're a stick-in-the-mud who's not moving with the times, but frankly, so what? If you're happy, that's all that matters.

Microsoft has converted its 'Windows Fax and Scan' tool into a Windows 10 app

NEVER
DOWNLOAD JUNK AGAIN

Downloading free software can be a minefield. If you don't know which boxes to untick, your PC could end up riddled with junk.
Here, **Jane Hoskyn** reveals how to install the best programs safely

I f you've been reading *Computeractive* for more than an issue or two, you'll already know your pups from your PUPs (one is a cute young canine, the other is a troublemaking program that sneaks into your PC along with reputable software, and can be a right old dog to remove). PUP stands for 'potentially unwanted program', a laughably polite term for unwanted junk that cause great harm to your PC.

But you know how to avoid them, right? You choose safe, big-name software from trusted companies like VLC, Adobe and AVG, instead of junk-riddled nonsense like Free YouTube Downloader and "too good to be true" freebies like CamStudio, which claims to be a realistic alternative to the superb £250 screen-recording program Camtasia Studio. You probably also know that certain download mirror sites, such as Cnet's Download.com pack their installers with dodgy extras that are easy to miss if you're in a hurry or unfamiliar with the process.

Big names and booby traps

But PUPs and other hidden traps – memory-hogging plug-ins, files that spy on you, infuriating upgrade prompts – are not exclusive to shady software. Even the most reputable programs come with pre-ticked boxes that can cause mayhem on your PC.

Over the next few pages we'll expose the clouds lurking within the silver linings of excellent free programs. We're using these programs as examples *because* we think they're worth using, and we want to make sure you use them safely.

We've divided our programs into sections, but many are guilty of behaviour that fits into other sections too. Take that into account, and remember that much of the advice we offer here applies across the board when installing free software. So, are you ready to untick some boxes with us? Good - then read on...

WHAT YOU'LL LEARN

- Which boxes to untick when installing free software
- Why you should choose the 'Custom install' option every time
- How to spot hidden traps before you click download
- How to dodge pointless plug-ins that slow down your PC
- The upgrade tricks that antivirus companies use

SOFTWARE THAT COMES WITH HIDDEN JUNK

Auslogics Browser Care

Auslogics' free tool (www.snipca. com/20647) can save your browser's bacon. It weeds out toolbars and browser hijackers that snuck on to your PC while you were installing other software, as well as troublesome extensions and plug-ins. But ironically (some may say hypocritically), Auslogics isn't shy about bundling junk in its own installer.

What's the junk? Auslogics' Download Now button says: 'No adware, no spyware, no toolbars'. But it doesn't say 'No other Auslogics tools you never asked for' - and lo, in the installer you'll find a pre-ticked box for installing Auslogics BoostSpeed. It's not dangerous, but you never asked for it. Would you be happy if a restaurant force-fed you a second meal you didn't want?

How to avoid it: In the setup wizard you'll see two options: 'Express Install (Recommended)', which is pre-selected, and 'Custom Install (Advanced)', which isn't. We Brits are a modest lot. Surely, 'Advanced' options are only for whiz-kids and techies? No - they're for all of us. Don't be fooled: custom installation requires no special expertise. It simply gives you choice and control over what you're installing. You should

In Auslogics Browser Care untick these boxes under Custom Install to avoid unwanted extra software

almost always choose it if you see it as an option. Click it to open a menu of tickboxes, including 'Install Auslogics BoostSpeed' - untick that one straight away (see screenshot above). Also untick 'Launch program at Windows startup'. This program has no reason to run in the background like an antivirus (AV). If it does, it'll slow down your PC and startup.

Adobe Acrobat

Having to pay money for Adobe's superb Photoshop is but a scratch compared with the monstrous headaches of Flash flaws, inconsistent updates, duplicate

Adobe Acrobat's installer is clean – but only if you untick the two boxes under 'Optional offers'

folders and vast (massive, whopping, elephantine) Library files and other Adobe clutter.

In the case of Adobe's free PDF reader Acrobat (www.snipca.com/20649), this clutter includes entire third-party programs that hog space and might even conflict with your antivirus (AV), making your PC unsafe.

What's the junk? Acrobat bundles malware scanner McAfee Security Scan Plus and password manager Intel Security True Key in its installer. If they're set to run at startup they may cause security conflicts. The main point is that you didn't ask for them, so they're junk.

How to avoid it: Don't click 'Install now' straight away. Adobe Acrobat forgets that normal humans don't stop to scour a site's small print before clicking the download button.

In our screenshot above, the two pre-ticked boxes under 'Optional offers' are easy to miss. Companies want you to download this extra stuff by accident because it earns them money.

Untick those two boxes before clicking 'Install now'. We ran the installer to check for further hidden surprises, and happily found none.

THE IOBIT HALL OF JUNK

We've grouped IObit's excellent system tools together here because installation (and the junk-avoidance palaver) is similar in each case.

IOBIT UNINSTALLER
www.snipca.com/20650
This tool uninstalls multiple programs and gets rid of all registry litter they might leave behind. Annoyingly, the Free Downloadqww button redirects you to download mirror site MajorGeeks, and the very first stage of the installer has a tiny (and we really do mean *tiny*) pre-ticked unwanted extra: IObit Advanced SystemCare. Untick 'Install Advanced SystemCare...' before going any further.

IOBIT DRIVER BOOSTER 3 FREE
www.snipca.com/20651
You can fix and update your drivers with this easy-to-use free program. The Free Download button is (presumably

unintentionally) accompanied by a photo of a Prince William lookalike, but don't be lulled into a false sense of respect. The button redirects you to Cnet's Download. com site, which is boobytrapped with junk-filled installers. In the installer, untick Advanced SystemCare ("speeds up slow like new" - it reads like a bad translation) before clicking 'Accept and Install'.

IOBIT MALWARE FIGHTER 4 FREE
www.snipca.com/20682
Again, you're whizzed over to Cnet and have to click Download Now to get the **EXE** file. Advanced SystemCare is offered again, but this time it's not pre-ticked. The Custom Install link lets you choose where to install the program files and didn't include any further junk when we tried it. Once you've installed the program, you may see pop-ups offering a 'gift' – an email newsletter. Just what you always wanted, eh?

Foxit Reader

Foxit (www.snipca.com/20663) describes itself as 'The Secure PDF Reader', which is possibly a dig at Adobe. But it's rich coming from a tool whose installer has often been linked with a PUP that's far worse than anything Adobe bundles with Acrobat.

What's the junk? Foxit's installer openly contains a pre-ticked trial version of its paid-for program Foxit PhantomPDF. Worse, it's been reported to sneak Conduit Search Protect adware on to your PC. Free portable tool AdwCleaner (www.snipca.com/20683) can detect Conduit, but may not be powerful enough to remove it. If you find Conduit on your PC, try this removal guide from Norton Security: www.snipca.com/20665.

How to avoid it: We'd not normally recommend any program that's been associated with Conduit. However, Foxit is a superb PDF reader and manager that's much lighter on your PC's memory and storage space than Adobe Acrobat. When we installed it, we found no trace of Conduit – but be aware of the danger.

That said, its installer is a real pain to wade through. First, you'll see a License Agreement box that buries the line: "The Product may contain third party software". Doesn't instill confidence, does it?

Select 'Don't install. . .' in Foxit Reader to stop it installing PhantomPDF
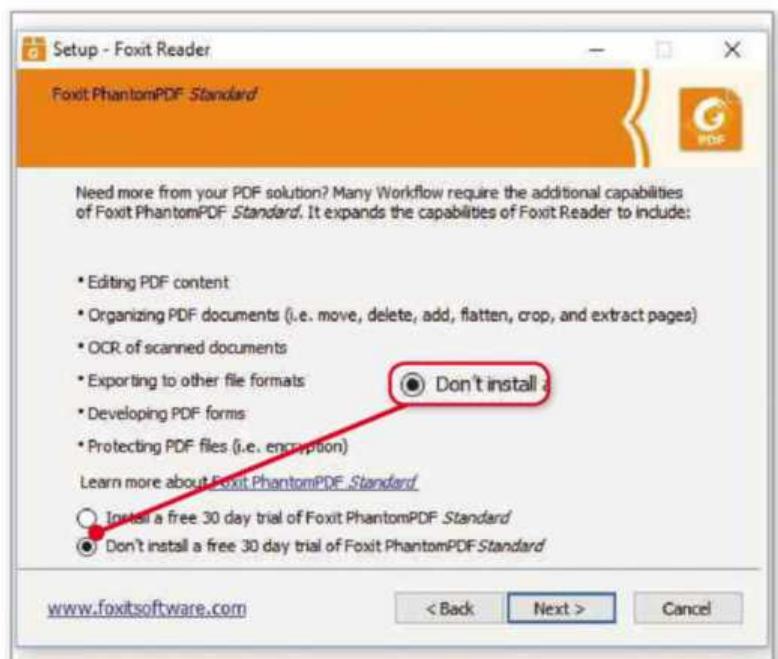
Next is a list of plug-ins. If you click 'Standard installation' above this list and then select 'Custom installation', you'll get slightly more choice over what you exclude. We unticked the lot – they're unnecessary PC-slowing rubbish. The *only* item you need to tick is 'PDF-Viewer files'. Untick all the shortcut boxes on the next screen as well. Following the Conduit scare, you can't be too careful.

On the screen after that you're offered Trust Manager, to keep you safe from "malicious documents". We unticked this, too - you can enable it in Foxit's Preferences later. Click Next and you'll see a pre-ticked trial for PhantomPDF. Select 'Don't install...' (see screenshot above) and then click Next.

Finally, you'll see a summary of your installation. All you should see under 'Selected components' is 'PDF-Viewer files', while under 'Additional tasks' you should see nothing at all. Click Install. We ran AdwCleaner to check for adware and it didn't find anything untoward.

SOFTWARE THAT TAKES OVER YOUR PC AND BROWSER

Skype

What, good old Skype? I'm sure we don't need to tell you what it is, so we'll skip straight to what it tries to do when you're installing it.
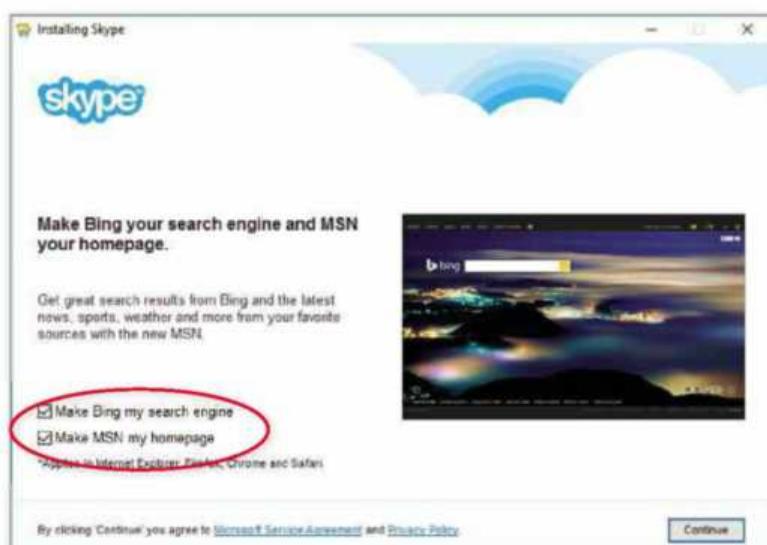
What's the problem? Microsoft, much like IObit and Auslogics, isn't satisfied with you downloading one of its products. It wants you to download them all, and it intends to use them to take control of your browser.

How to stop it: Download Skype's installer (www.snipca.com/20667) and go through the instructions. On the second screen, you'll see 'Install Skype Click to Call' is pre-ticked. You may find this useful, but we'd rather be free to tick it ourselves. You can enable features like this in your Skype settings later.

It's the next page that really gets our goat. Take a look at the screenshot left: 'Make Bing my search engine' and 'Make MSN my homepage' are both pre-ticked, brazen as the naked sun. It's almost as though they want to hide in plain sight. This is browser-hijacking, plain and simple. Untick both boxes before you tick Continue. Skype should then install without taking over your browser.

Skype doesn't just want to install extra programs – it wants to take over your browser

LastPass

Password managers are essential in 2016. Fifteen years ago you might have got

away with using the same password (your pet's name and your door number, perchance?) for your online accounts (all four of them), but those days are long gone. LastPass (https://lastpass.com) is the leading tool for generating and storing hack-proof passwords for dozens of accounts.

What's the problem? By default, LastPass sends data back to its servers. This isn't unusual, and your data has to be stored somewhere, not least so you can retrieve it if necessary. Your passwords are encrypted, so no one can read them. The problem is that LastPass doesn't automatically log you out when you close your browser, so it's constantly retrieving data from it.

How to stop it: Once you've added LastPass to your browser and logged in, click its bookmarklet, then click Preferences. Tick both 'Automatically log out' boxes at the top, and choose how many minutes LastPass should wait before logging you out. While you're in the Preferences window, click Advanced and untick 'Share login state between other browsers' (see screenshot above right). For more advice, visit the LastPass Support Center (www.snipca.com/20669).

Process Hacker

This free open-source tool (www.snipca.com/20646) is excellent - it gives you the information and control that Windows' Task Manager doesn't. As well as listing all your running processes, it reveals what they're doing, why they're doing it, how much memory they're using and whether they contain any malware.

Tick 'Share login state between other browsers' in LastPass's Preferences so you don't stay logged in when you close your browser

What's the problem? Process Hacker's installable version brings along a whopping list of plug-ins, including a toolbar, a 'Status Bar', 'Online Checks', and the mysterious 'Extended Notifications' and 'Extended Services'. These are all surplus to the main program and will slow down your PC – quite the opposite of Process Hacker's intended benefit.

How to stop it: Click 'Download v2.39' (updated in late March this year), then Installer, and then save and run the EXE file as normal. After you accept the licence terms and click Next, you'll see a layout very similar to that in the Foxit installer. Select 'Custom installation' and click the Plugins box twice to untick all

Click the Plugins box twice in Process Hacker to avoid installing toolbars and plug-ins

the boxes under it (see screenshot below left). All you need is 'Main application'.

Want an even better solution? Use the portable version instead, so you can sidestep all this installation nonsense. After clicking 'Download v2.39', click 'Binaries (portable)' instead of Installer. Save the ZIP file, extract its contents, choose the 32bit or 64bit folder (depending on your system version), then click 'ProcessHacker.exe' to run the tool immediately and safely, with no plug-ins included. You can even copy this portable file to a USB stick to run on an XP or Vista PC.

VLC

Open-source media centre VLC (www.snipca.com/20674) is one of our favourite free programs ever, and the best replacement for Windows Media Centre in Windows 10 (or any other OS, for that matter). But even VLC has a downside.

What's the problem? When you run VLC's installer, it selects Custom by default – merciful relief after all those hidden 'Custom install' links. But scroll through the tickboxes in the window (see screenshot on page 55) and you'll see dozens of pre-ticked plug-ins that you don't need: 'Mozilla plugin' even if you don't have Firefox installed; 'Discs playback' even if your PC doesn't have a CD/DVD drive; and all audio and video file associations. These extras take up lots of space, use lots of memory and mess with your chosen file associations.

How to stop it: Untick every box in the Choose Components stage of the setup wizard, except those file types you want to open automatically in VLC. The greyed-out Media Player tickbox at the top is the only one you need to install the program.

Chrome, IE and Firefox

We'd need a completely separate feature to describe in full the negative impacts of individual browsers on your PC – and we'll provide one soon. But for now, let's scoop them up together and offer guidelines on how to limit their bullying tactics.

What's the problem? Browsers love to pretend that you're in charge. 'Take Control' proclaims the homepage for Mozilla's Firefox (www.snipca.com/20670). 'Make Chrome yours' says Google's browser (www.snipca.com/20671). 'Stay more private' says Opera (www.opera.com). 'Experience a more personal web' says Microsoft's Windows 10 browser, Edge (www.snipca.com/20684).

These browsers are all good, safe programs with unique strengths that appeal to different users. But none give you as much control and privacy as their marketing spiel claims because their ultimate aim is to become your default browser. Edge is particularly stubborn on this front. Many users have reported that it resets itself as your PC's default browser even after you've given that privilege to one of its rivals.

Browsers send information back to the companies that run them. They are keen to know where their users live, what operating system they're using and so

Untick all VLC's unnecessary web plug-ins to make it (and your PC) run faster
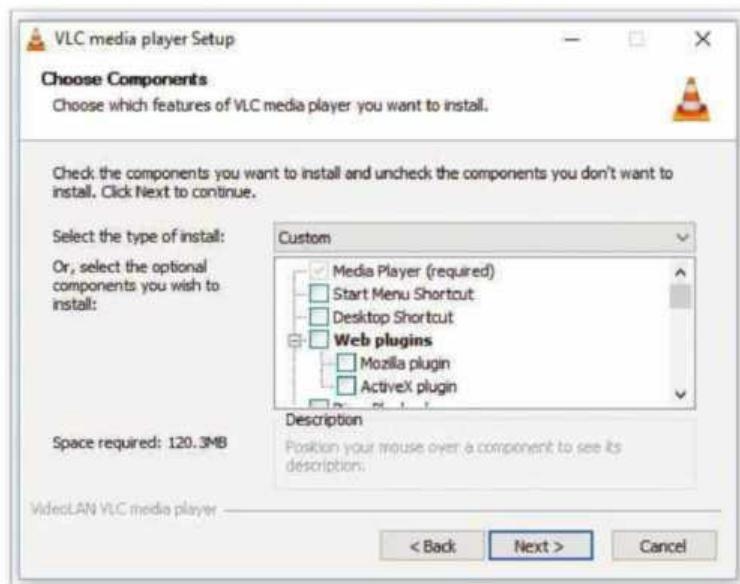
on. But it doesn't show much respect for your privacy.

How to stop it: When downloading a browser, always look for a pre-ticked box saying 'Set [program] as my default browser' (or similar), then decide whether that's something you want.

Edge is downright determined in its desire to be your default. The best fix is Edge Blocker (www.snipca.com/20673, see screenshot right), a free, portable tool from one of our favourite junk-free software makers, Sordum (www.sordum.org). Run the tool, click Block, and Edge will force itself on you no longer (until you click Unblock, at least).

Whenever you install a browser, also untick any tracking options (usually termed something like 'Send information back to…'). Tracking compromises your privacy and involves processes that run constantly, slowing down your PC and

Stop Edge edging out other browsers by blocking it completely using Edge Blocker

browser. Incognito browsing options or even a VPN (virtual private network) will dramatically cut down the personal data your browser and websites can collect.

ANTIVIRUS THAT TRICKS YOU INTO UPGRADING

Malwarebytes Anti-Malware Free

Don't assume security tools are above indulging in the tricks of the free software trade. We'll finish this feature with three useful security programs that pursue you so ardently with pleas to upgrade to their paid-for version that, frankly, they deserve an injunction.

Malwarebytes' flagship program, Anti-Malware Free (www.malwarebytes.org), changed its homepage recently to downplay the 'free' element – possibly because it's moving towards not being free at

Malwarebytes pre-ticks the box for its paid-for version

all. We hope not, because it's a great tool for manually scanning your PC for nasties your AV might have missed.

Resist the upgrade tricks: Click Download, then click the small blue-on-white Download Free Version. Installation is straightforward, but on the final screen (the one with the Finish button) there's a pre-ticked box to 'Enable free trial of Malwarebytes Anti-Malware Premium' (see screenshot left). Untick it or you'll be hit with reminders about your trial ▶

period, and then presented with a bill for £19.95 for an annual subscription.

Certain features are missing from the free version, but you don't need them. 'Real-time protection', for example, would conflict with your existing AV. For similar reasons, find and untick Malwarebytes in Autoruns so it doesn't start automatically with Windows.

Avast Free Antivirus

Avast is the best free AV available, according to our tests over the past few years. What's more, there's no junk in the installer. So why do we keep moaning about it (see Named & Shamed, Issue 476, for example)?

Resist the upgrade tricks: Avast must be registered every year. That's not explained clearly upfront, and can cause panic when you're confronted with pop-ups saying your protection will 'expire'. To avoid this, register for free (www.snipca. com/20685) after installing Avast.

You'll still see pop-ups, urging you to upgrade for 'advanced protection' (see screenshot right). Why, because the free version isn't good enough? That's not very reassuring. Don't be fooled: the free version *is* good enough.

In our experience, the pop-ups spring from your system tray less and less often once you've registered, so you can ignore them. If you really want to block them, untick the corresponding process in Autoruns (www.snipca. com/20675), but make absolutely sure it's the correct process. In general, we don't recommend stopping any process related to your AV.

AVG Free Antivirus

We'll finish off with a program whose reputation has taken a battering over the years, and not always deservedly. AVG Free Antivirus (www.avg.com) hasn't performed as well as Avast in our tests, but it has a range of accompanying apps – like the superb newly updated AVG AntiVirus Free for Android (www.snipca. com/20686). If you're a regular phone or
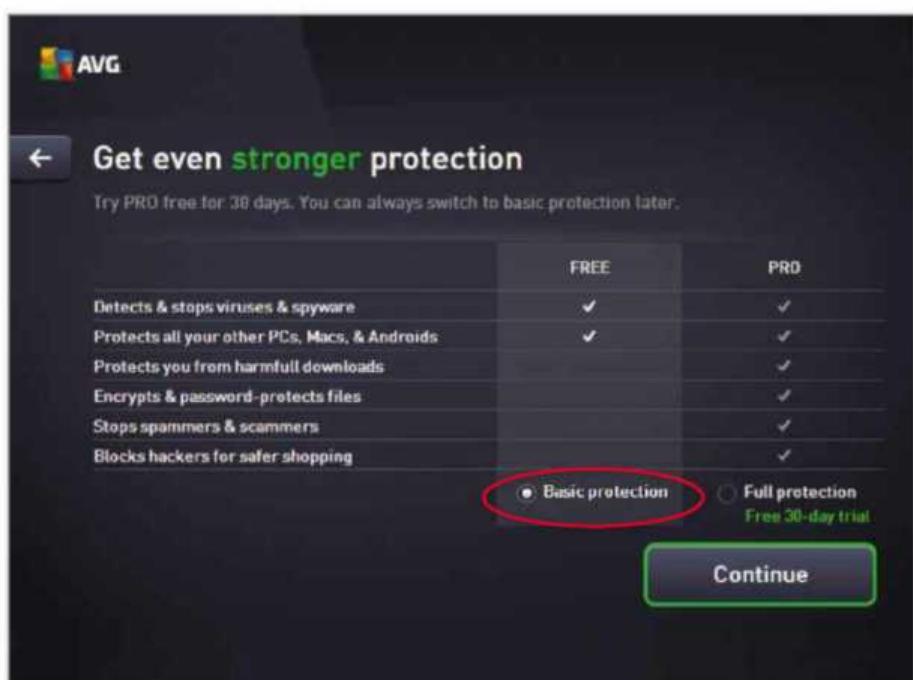
Choose 'Basic protection' in AVG's installer (complete with spelling mistakes – 'harmfull') to avoid endless nagging to upgrade

Avast uses pop-ups like these to get you to upgrade, but our tests show that its free version is good enough

tablet user, it might make sense to choose AVG as your PC's antivirus as well.

Resist the upgrade tricks: When you click Free Download you're whisked off to a page that outlines the extra benefits of downloading the 'Pro' version. Ignore that and click Free Download again. Run the installer, but don't click Continue yet.

Instead, click the small 'Custom installation' link, then select 'Basic protection' to ensure you're not installing a free trial (see screenshot above). Click Continue, and then untick 'Web component' and 'Email protection'. You don't need these extras. Like the plug-ins we mentioned earlier, they'll slow down your browser and PC and may compromise your privacy.

Some users have reported finding AVG difficult to remove from their PCs. This shouldn't be the case if you use a powerful tool like IObit Uninstaller (see box on page 51), but there's an uninstall guide on AVG's website (www. snipca.com/20677) if you still have trouble. **ca**

Is it worth the money?

In the first of a new section testing paid-for services, apps and software, **Mike Plant** takes to the great outdoors to review the Ordnance Survey's Maps app

OS Maps

Release date: May 2016
Format: iOS (iPad version tested), Android (smartphone version tested)
Website: www.snipca.com/20633
Price: Free version available, or Premium version from £19.99 for 12 months

We created this route through the Yorkshire Dales by drawing a straight line between two points. The 'Snap' feature then mapped the line to existing footpaths

Setting off on a hike through Epping Forest on a sunny day with nothing but my smartphone was very liberating. My main goal was to test the new OS Maps phone app, which digitises the classic Ordnance Survey maps of old. It marks your route on maps and, like Google Maps, uses GPS to pinpoint your location – thereby ending any arguments with your companions about where you *really* are.
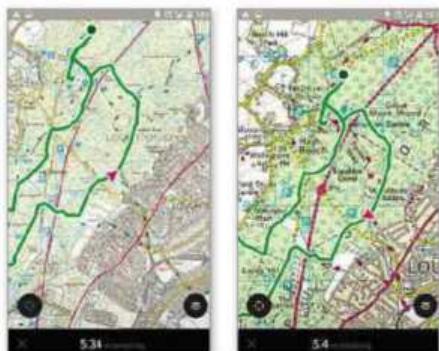
Ramblers will have access to Explorer (left) and Landranger (right) maps to plot their hike

The Premium version of OS Maps (at £19.99 per year) gives you access to all of Ordnance Survey's 1:25,000 scale Explorer and 1:50,000 scale Landranger maps (see screenshot above) via the phone and tablet app, or online (at www.ordnancesurvey.co.uk/osmaps).

You also get thousands of walking, running and cycling routes to explore, including some unavailable in the free version, such as those from *Country Walking* magazine. Though irritatingly, the phone app won't let you browse these, as I'll explain.

Not quite a walk in the park

The OS Maps service you access through your browser or via the tablet app is strikingly different to the phone app. Using the browser and tablet app, I was pre-planning my routes in no time – even if choosing one is harder work than it should be due to the lack of user ratings. Nevertheless, I plotted a trail across the Yorkshire Dales with relative ease using the great 'Snap' feature. This takes the rough route you draw and fits it to the nearest footpaths in the National Parks (see screenshot above).

The OS Maps phone app pales in comparison, with only a fraction of the features. This is particularly disappointing, given the phone is what you'll take with you when you're out and about because of its GPS. You won't find National Parks footpaths in the phone app, for example, nor can you search for nearby routes – surely the biggest selling point of the service. In fact, the only routes I could see were those I'd earlier plotted myself, or those I'd downloaded from the OS Maps website or via my iPad. I then had to import these into the phone app.

There and back again

With my chosen route finally installed on my phone, I was soon following the green path on my screen at a decent pace, leaving behind a group of walkers puzzling over their unwieldy paper maps.

Next, I decided to take a shortcut to test how the app reacted to me going off piste. Seeing my route on screen and knowing my location reassured me that I wouldn't

ANYTHING ELSE I SHOULD KNOW?

Ordnance Survey already offers a similar app called OS MapFinder, which downloads one large 1:250,000 scale map of the UK so that users can buy smaller-scale maps of areas separately.

get lost – even if *I* couldn't reassure the app as it frantically informed me 'You are off course'.

It was only when I'd finished my ramble that I realised 'You are off course' was the only message I'd received during the entire walk. Not once had the app offered information on points of interest, or the best local pubs. It turns out that OS Maps doesn't show mid-route notes, which seems something of an oversight. Ordnance Survey is working on adding photos to the Premium app, but even these won't replace the idle pleasure of discovering an area's history as you go.

SO, IS IT WORTH IT?

No. Paying for OS Maps adds plenty of handy features – extra routes, more detailed maps and National Parks footpaths – but it doesn't fix any of the free version's shortcomings. These include the lack of user ratings and the need to import maps from the website or your iPad. These will put off even the most avid rambler, and so we can't recommend it until these flaws are addressed.

👍 **...Pros** Thousands of routes, record your own trails, detailed maps

👎 **...Cons** Poor searching filters, no points of interest highlighted, no route-rating system

Every **Windows 10** shortcut you'll ever need

Mastering keyboard shortcuts adds an extra level of convenience when using your PC, and Windows 10 has more than ever. **Mike Plant** reveals the best new key combinations

Keyboard shortcuts don't begin with Ctrl+C and end with Ctrl+V – those handy hotkeys for copying and pasting text. In fact, there are literally hundreds of key combinations in Windows, each designed to give your mouse arm a rest and let your fingers do the work.

Windows 10 introduces even more shortcuts to help you navigate your system, organise open windows and customise your desktop. Here, we reveal all the best shortcuts in Microsoft's new operating system to speed up everything you do on your PC.

Access settings menus and apps

Each new version of Windows introduces new features, and Windows 10 has more than most. But did you know you can summon some of its most popular features (Action Centre, the Settings app, the Connect panel and Cortana) with simple key combinations?

The key you'll use most in the majority of the new shortcuts is the Windows key (⊞). For example, ⊞+A, opens the Action Centre, where you can access your notifications, while ⊞+I launches Windows 10's new Settings app (see screenshot above right). Then there's ⊞+K, which opens the Connect panel for when you want to link your PC to other devices on your network (such as your
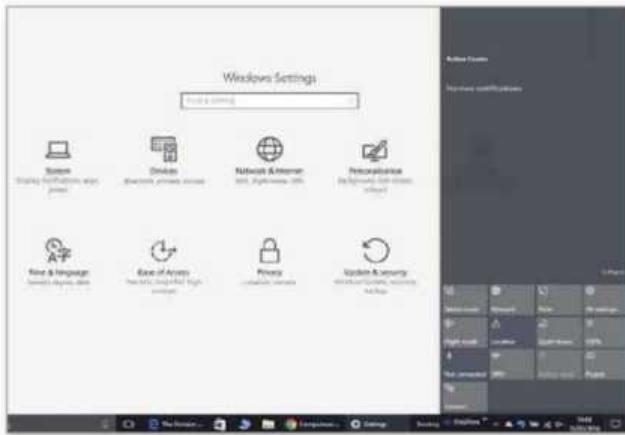
Press ⊞+I to open Windows 10's Settings app (left) or ⊞+A to open the Action Centre (right)

TV). Meanwhile, ⊞+X brings up the alternative Start menu (usually accessed by right-clicking the Start button), where you can launch the likes of Control Panel and Device Manager.

Press ⊞+E and a File Explorer window will open with the Quick Access tab selected, giving you instant access to anything you may have pinned to it (see our Cover Feature, Issue 476, page 51). Try tapping ⊞+H and the Share Charm will slide into view. This handy Windows 8 throwback lets you share websites, videos and photos via email, Windows 10's Messaging app or social media.

Windows 10's accessibility settings can be triggered by shortcuts too. Struggling to make out what's on your screen? Pressing ⊞+Enter launches the Narrator app, which reads aloud any text displayed

on screen. Alternatively, ⊞+U opens the 'Ease of Access' panel and ⊞+plus symbol will open the Magnifier. Still can't quite read something? Press ⊞+plus symbol again to zoom in even closer, ⊞+minus symbol to zoom out and ⊞+Escape to close the Magnifier.

Speed up Cortana

Microsoft's digital assistant Cortana isn't proving very popular, but a few handy shortcuts might convert some disbelievers. Pressing ⊞+C opens Cortana in 'listening mode'. This instantly activates your laptop's microphone so all you have to do is speak your search terms and reminder requests. Saying 'money news', for example, will search the internet for the latest financial headlines. Bear in mind, Cortana uses Windows 10's Edge browser instead of a browser of your choice. You might also notice the musical-note icon at the top right in listening mode. Clicking it triggers Cortana's music-recognition mode, which identifies any music playing nearby (much like the app Shazam).

If you don't relish the idea of talking to your computer, then try ⊞+S. This opens Cortana without activating the microphone, so you can search your computer or the internet by typing.

Organise open windows

Microsoft added a function to Windows 10 called Snap Assist that lets you arrange your open windows into four quadrants of equal size (see screenshot right). Using your mouse involves grabbing an open window and dragging it to one of the corners of the screen to 'snap' it into position, but you can accomplish this with your keyboard.

To position a window simply hold down the Windows key and press the left or right arrow key to move it to one side or the other. Then, with the Windows key still held down, press the up or down arrow to move it into one of the four quadrants. You can also press ⊞+up arrow again to maximise it, or ⊞+down arrow to minimise it. Another clever shortcut is ⊞+Shift+up arrow, which maximises the window while retaining its current width.

⊞+Tab opens Windows 10's new Task View, which gives you a neat view of every window you have open (just click one using your mouse to move to it). If
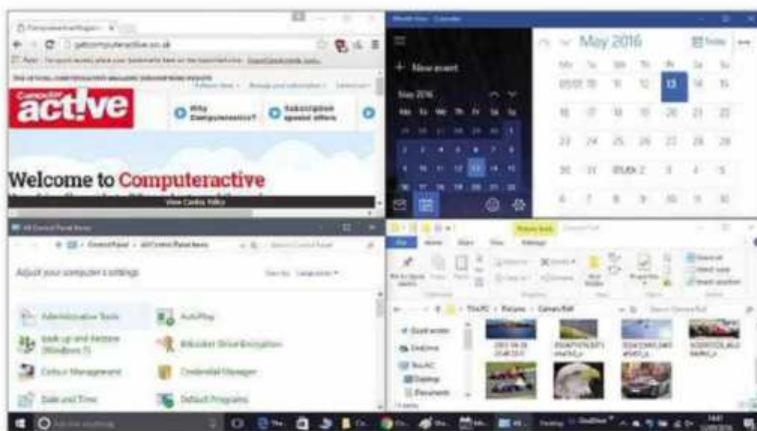
'Snap' four open windows into place by selecting a program or open folder and using the windows key along with your keyboard's cursor keys

you then have any notes pinned to your desktop that you want to quickly refer to, hold down ⊞+,(comma key) for a quick look at your desktop without minimising any open windows.

Customise virtual desktops

One of Windows 10's best new features is virtual desktops, which let you have open programs and windows across multiple workspaces. This is useful if you use your PC for home and work tasks and want to keep the two apart.

To create a new virtual desktop, hold down ⊞+Ctrl+D and your desktop will shift slightly to the right. Now press ⊞+Ctrl+left arrow (or right arrow) to cycle between virtual desktops. To quickly see a preview of any open virtual desktops, hold ⊞+Tab to open Task View – the thumbnails are shown along the bottom of the screen (see screenshot left). You can also

Press ⊞+Tab to see all open virtual desktops, then use ⊞+left or right arrow to scroll through them
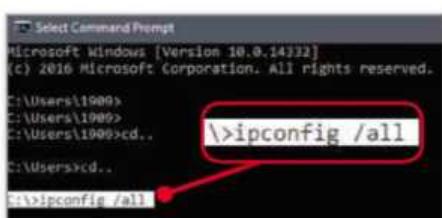
Enable Mark Mode to select text you want to copy with your mouse

hold ⊞+Ctrl+F4 to close the current virtual desktop and clone its contents to the next desktop in the sequence.

Command Prompt shortcuts

The Command Prompt has been overhauled in Windows 10 to make it much easier to use. The overhaul includes a number of new keyboard shortcuts you can use to edit text within the Command Prompt window.

Old shortcut favourites, Ctrl+C and Ctrl+V, now work exactly as they do in Word and – as anyone who has had to type a tortuously lengthy line of computer code into Command Prompt will tell you – the ability to copy and paste text is a huge time-saver.

Likewise, Ctrl+A selects all the text in Command Prompt's window (which is useful, for example, if you want to post a broken command line online to seek help). And Ctrl+F lets you search within Command Prompt for a specific word or phrase.

The Windows 10 Command Prompt also has a new feature, called Mark Mode (activated by pressing Ctrl+M). Mark Mode lets you select text you want to copy by clicking and dragging with your mouse (see screenshot above). Or you can highlight text with a little more control using other shortcuts: Shift+left or right arrow selects one character at a time; Ctrl+Shift+left or right arrow selects text one word at a time; or Shift+Home or End selects one line at a time. **ca**

THE RETURN OF SOME OLD FRIENDS

Here are five more vintage Windows shortcuts that are as useful as ever when it comes to adding some much-needed convenience to you desktop…

⊞+1, ⊞+2, ⊞+3, and so on: launches the corresponding program shortcut in your taskbar (for example, ⊞+1 would open Edge in the screenshot below)

⊞+D: minimises all open windows and returns you to the desktop (tapping the

same combination again will re-open all closed windows).

⊞+L: locks the PC so it requires a password to be unlocked (assuming you have a password set up on your computer).

⊞+R: displays the Run

dialogue box from where you can search for and open programs, settings menus, files and websites.

⊞+Home: minimises all non-active windows, but leaves the one you're currently using open. Press ⊞+Home again to undo the process.

Windows Live Mail
Survival Guide

The end is nigh for Microsoft's popular email program. **Jonathan Parkyn** explains what's happening and what to do if you're affected

M icrosoft has a nasty habit of suddenly killing off its own tools and services. Windows XP, Office 2003 and older versions of Internet Explorer have all found themselves unceremoniously dumped on the digital scrapheap in recent years, forcing millions to upgrade or adapt. Now, it's users of the popular email program, Windows Live Mail 2012, who are set to suffer.

The program is part of Microsoft's Windows Essentials package – a suite of free tools that also includes Photo Gallery and Movie Maker. Currently, you can still download and use it (from www.snipca. com/20626), but Microsoft's recent announcement that the program will no longer work with the company's own Outlook.com has all but sealed Windows Live Mail's fate.

So what's happening exactly?

Microsoft isn't actually ending support for its Outlook.com webmail service or its Windows Live Mail program; instead it's ending support for accessing Outlook.com through Windows Live Mail. Until now, Outlook. com users have been able to sign into Windows Live Mail with their account and use the program to send and receive emails, and sync calendars and contacts. But from 30 June this year, Windows Live Mail will no longer be able to connect to

Outlook.com, meaning the program will effectively stop working for anyone currently using it to access their Outlook.com account (see screenshot below).

And, since Outlook.com is just the latest name for Microsoft's oft-rebranded webmail service, this means that Windows Live Mail will stop working for older Microsoft webmail accounts too, including any with older Hotmail, MSN and live.com addresses.

Why is Microsoft doing this?

Microsoft has been upgrading Outlook. com to improve the service's ability to sync across a range of different devices. As a result many Outlook.com user accounts have been quietly upgraded to a

new version of the webmail service. Unfortunately, the systems used by this new Outlook.com aren't compatible with Windows Live Mail. In theory, Microsoft could add compatibility via an update, but it seems unwilling to do so.

This is just the latest disappointment for users of Microsoft's beleaguered email program. Last December, Microsoft issued an update (KB3093594) which ended up breaking Windows Live Mail to the point where many people couldn't run the program without it crashing. The update was reissued several times, but problems have continued.

Though support for Windows Live Mail may not have officially ended, many people have interpreted Microsoft's recent treatment of it as a tacit admission that the company has effectively given up on the program.

What solutions does Microsoft offer?

In a recent email sent out to all Windows Live Mail users with Outlook.com accounts, Microsoft offered a number of suggestions.

1. Switch to the Mail app
Microsoft recommends switching to the built-in Mail app (see screenshot above right) in Windows 8.1 or 10, which is fine if you have Windows 8.1 or 10, but isn't much use if you're a Windows 7 user. Microsoft's none-too-helpful (and

Outlook.com users will face more error messages like these in Windows Live Mail after 30 June

somewhat self-serving) suggestion in these cases is to upgrade your entire operating system.

It's also worth pointing out that, although the Mail app supports Outlook.com, it works very differently to Windows Live Mail and doesn't have as many features. Windows 8.1's Mail app doesn't support POP3 accounts, for example, and is often confusing to use. Windows 10's Mail app is better, but still has limitations – you can't create folders, for instance.

2. Switch to Outlook.com
You can still send and receive messages by logging into the Outlook.com website as normal. Using webmail services via a web browser isn't for everyone because many people like to have a separate tool for managing their mail, and prefer to download emails to their PCs rather than just viewing them online.

3 Use Office 365 Personal for free
Perhaps the most interesting – and generous – of Microsoft's solutions is the offer of a free year-long subscription to Office 365 Personal to anyone affected by the problem. Those eligible will be notified in an email.

Office 365 Personal normally costs £59.99 per year (or £5.99 per month) and includes the latest version of Microsoft's Outlook email client. Not to be confused with Outlook.com, Outlook is a desktop program similar to Windows Live Mail. It combines email, calendar, contacts and tasks. Outlook offers plenty of powerful features, such as an instant search, and is fully compatible with Outlook.com accounts. Not only that, but Office 365 Personal also comes with the latest full versions of Word, Excel, PowerPoint and Publisher, as well as 1TB of online storage (with OneDrive) and 60 minutes of Skype calls per month. However, it's worth bearing in mind that you'll need to start paying if you want to continue using
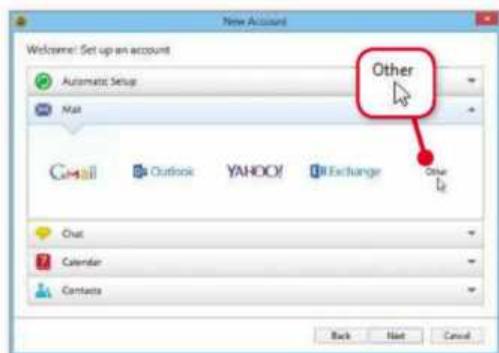
You can still connect to your Outlook.com account via the Mail app in Windows 8.1 or 10

Office 365 after the initial 12-month free period.

What are my other options?
Inevitably, all of Microsoft's suggestions involve pushing users towards its newer products and services, but there are alternative solutions – including a potential way to continue using Windows Live Mail.

Thunderbird (www.snipca.com/20637), FossaMail (www.fossamail.org) and eM Client (www.emclient.com) are free, non-Microsoft email programs that should be more than adequate replacements – as soon as they catch up with Outlook.com's latest update.

Thunderbird and FossaMail don't support Microsoft Exchange, the protocol that Outlook.com now uses for syncing mail, calendar and contact data. A plug-in called ExQuilla can add Exchange support, but this is not free (it costs about £7 a year). And, even then, we couldn't get either Thunderbird or FossaMail to fully recognise an Outlook.com account that had already been upgraded to Microsoft's new system. Meanwhile, eM Client *claims* to provide native support for both Outlook.com and Exchange, but we got error messages when we tried to configure our upgraded Outlook.com account.

It's early days for the new Outlook.com system, though, so compatibility issues like these may be fixed soon. In the meantime, there are short-term workarounds you can use if you don't fancy any of Microsoft's solutions.

For example, Outlook.com accounts – even those that have been upgraded – support an alternative protocol to POP3 called IMAP. So one interim solution that works – partially, at least – is to use IMAP. In eM Client, for example, ignore Automatic Setup at the top of the New Account screen and click Mail, then Other (see screenshot left). Then manually configure your

To use IMAP in eM Client ignore Automatic Setup and choose Other instead

Outlook.com account using IMAP server settings (see box above).

Windows Live Mail also supports IMAP, so one way to continue using the program with Outlook.com would be to remove your Outlook.com account and re-add it using IMAP instead (see the box above). While this is an adequate temporary solution, it's not ideal. IMAP doesn't support calendar or contacts syncing, so you'll be restricted to sending and receiving email. And there's no guarantee that Microsoft won't pull the plug on Outlook.com's IMAP support at some point. We'll let you know should this happen. **ca**

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Problems Solved

What's my Windows 10 build?

Q I often read people in online forums talking about this, that or the other 'build' of Windows, and the various features that have been added or removed. People quote numbers like '10586.164' and what have you. What are these build numbers? How do I find out which build number my version of Windows 10 is? And how do I know if I'm on the latest build? Please explain in your usual simple language!

Arron Michael

A The build number describes a specific state of development of a particular Windows edition – a version number within a version number, if you like. To the outside world Microsoft markets Windows 10 as 'Windows 10', albeit in a few different flavours. You probably have either 'Windows 10 Home' or 'Windows 10 Pro' installed. Microsoft uses these headline brands as a way to highlight major feature differences. Windows 10 Home, for example, lacks the Remote Desktop and BitLocker tools you'd find in the Pro edition.

But all current Windows editions are actually in continuous development and the various 'Windows 10' brands simply aren't specific enough for the company's software programmers to keep track. So, mainly for internal purposes, Microsoft applies 'builds numbers' to each and every update to Windows, and for each and every edition. These are also sometimes referred to as 'point releases', with 'point' alluding to the decimal point that these minor version-number increments typically include, such as your 10586.164 example.

Interestingly, Windows 8.1 was a very public point release. This was a rare move for Microsoft, but the company felt the need for a new public version number to distance the improved Windows 8.1 from the poorly received Windows 8.

To find out your Windows 10 build number, click Start followed by Settings, and then System, followed by About – the build number is listed alongside OS Build. At the time of publication, the latest build was 10586.218. As Windows 10 updates itself, your installation should always be at or close to the latest build.

As for what all this means for you, the answer is really not a lot. With each new build number, Microsoft's coders might've fixed some bugs, patched a few security flaws, added some minor new features, or removed ones that were faulty or considered redundant. Day to day, there's no need to concern yourself with your Windows 10 build number, and most of the time you probably won't even notice if or when it changes. If you're not on the latest build today, then you will be very soon – Microsoft will push the update to your computer in its own time.

However, there is some value in understanding what each new build brings to Windows (or indeed what it leaves behind). Microsoft publishes details of what's new on its website, at www.snipca.com/20345. Just click the relevant build-number heading to see what's what.
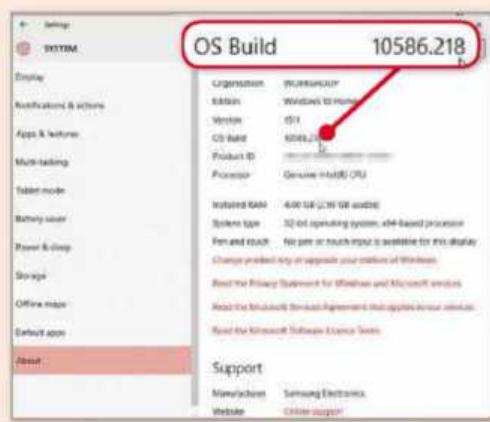
Head to About via System to find your build number listed alongside OS Build

How do I make websites print how they appear on screen?

Q I've never needed to print websites before, but recently I wanted hard copies of some online recipes to keep in a kitchen folder. However, the layout and formatting wasn't even remotely how it appeared on screen (in Chrome), with shifted pictures and the text in one big block. I found other websites gave me similar problems. What's causing this? And is there an easy way to print websites so the printouts look just like they do on my screen?

Juliette Marks

Use the Nimbus 'Screenshot and Screencast' Chrome extension to print website pages

A There are several contributing causes, but the problem boils down to the fact that many websites are built in electronic layers, using cascading style sheets (CSS). This enables websites to fit different screen sizes and device types. However, unless the website's developer goes the extra mile to create an electronic stylesheet for printing, your web browser's print option just doesn't 'see' some of the CSS content.

In Chrome, ticking the 'Background graphics' box in the Print box (click 'More settings') sometimes fixes the problem. However, for a method that works every time install the free Nimbus 'Screenshot and Screencast' extension (www.snipca.com/20473). This captures an A4-width screenshot spanning as many pages as necessary, which you can then print.

Once installed, just click the newly added N icon in Chrome's toolbar, followed by 'Entire page', then Done. You can save the image if you want, but otherwise, just click Print Image and follow the prompts.
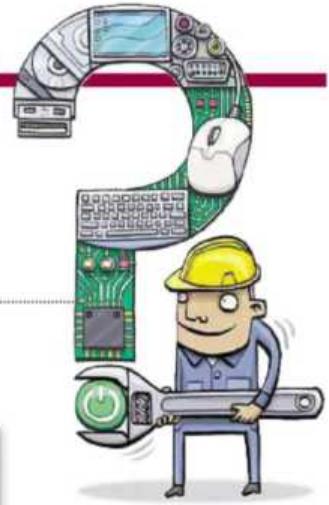
✉ **Email us your problem and we'll try to help:** noproblem@computeractive.co.uk

Why is Gmail displaying this message?

Q I've been successfully using the Google Chrome web browser on my old Dell desktop computer for many years now. My setup is still working very well, but recently Gmail started displaying this message: "This version of Chrome is no longer supported. Please upgrade to a supported browser". There's also a Dismiss link and if I click this everything seems to continue working as normal. The 'supported browser' bit is also a link, which takes me to a Google page that says Chrome, Firefox, Internet Explorer and Safari are all supported. I tried Internet Explorer and I get the same message, but in Firefox there's no such message – Gmail just works without complaint. What's going on here? And should I be worried about it?

Douglas Cook

A This is a warning that you're using an old version of Chrome that Gmail no longer supports. And the reason for that is because, as of April this year, Google has stopped issuing updates to users of Chrome still on Windows XP or Vista machines. If you have a version of Chrome already

Google has recently stopped issuing updates for Chrome users on Windows XP or Vista
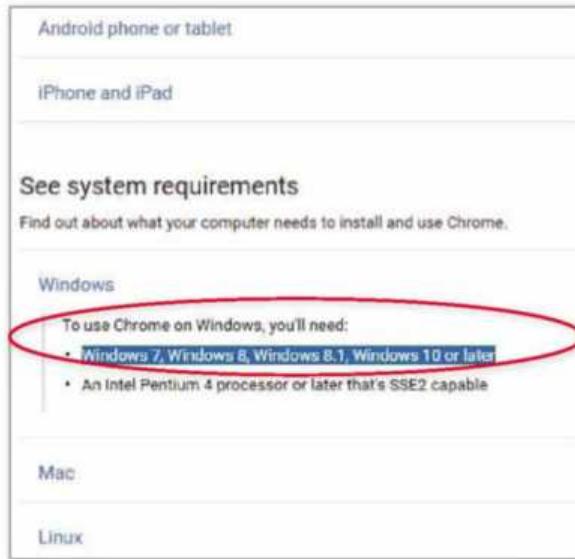
installed on one of these operating systems, it will continue working, but it'll never again be updated – so it will become increasingly unsafe.

To use all the latest Gmail features, you need to be using the latest version of one of the supported browsers, or the version before. If you're not, then Gmail drops down to its basic HTML view. If you were already using this (as some people do, as a preference), then you wouldn't have

noticed any change – other than the appearance of this message.

This is also the reason you're seeing the same message in Internet Explorer (IE). Vista users are able to use only up to IE9, while the full Gmail experience requires IE10 or IE11. However, because Firefox still supports Vista, you'll be on the latest version of that browser – and that's why you don't see the message here.

If you want to continue using Chrome safely – and use all of Gmail's features – then you'll need to upgrade from Vista. Alternatively, continue using Chrome at your own risk, or switch to Firefox as your main browser, because that's still being updated for Vista users.

How do I switch users in Windows 10?

Q I have recently bought a new PC with Windows 10 pre-installed. My now-defunct Windows 7 PC had two separate accounts, for myself and my partner. The old machine died, so I've duplicated everything on to the new one manually. On the Windows 7 computer we could swap between our two accounts quickly using the Start menu's 'Switch user' option, keeping work-in-progress documents open in the background for easy return. This facility does not seem to be available in Windows 10, where shutting down or restarting are the only options. Is it
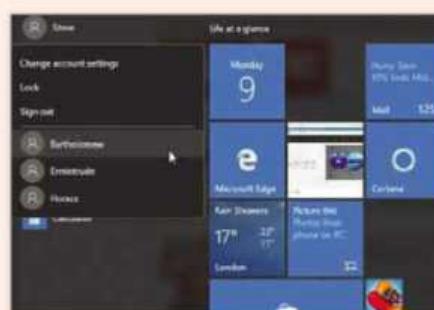
possible to enable, install on, or somehow tweak Windows 10 to make 'Switch user' available?

Jeff Rance

A No need to tweak Windows 10, because the feature you want is still there.

There are three ways to get to the option, but none of them are obvious. Probably the easiest is to click Start, then your user name at the top of the menu. Now just
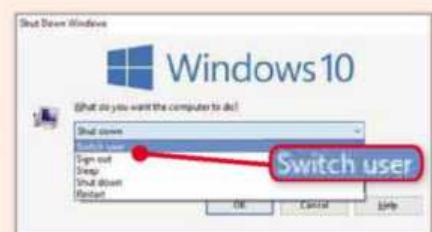
The 'Switch user' function still exists in Windows 10 and can be accessed via the Shut Down Windows dialogue box

click the name of the other user.

If you prefer keyboard shortcuts, then from the Windows Desktop you can press Alt+F4 to open the Shut Down Windows box, and then choose 'Switch user' from the dropdown menu. Or, for a keyboard shortcut that works pretty much anywhere in Windows, press Control (Ctrl)+Alt+Delete (Del), and then just click 'Switch user'.

Problems Solved

What's causing this screen glitch?

Q I have a Lenovo Z50-70 laptop and recently the screen intermittently has a strange bluish tint where all white backgrounds look pale blue. I have installed the latest graphics card drivers and reset the colour management back to default values and all seems well for a while, but from time to time it happens again. Rebooting the laptop solves it but, again, only for the problem to return. I'm considering returning the laptop under its 12-month warranty, but as the fault is intermittent I am not convinced they will be able to detect it. Is there some sort of test I could perform to detect the problem for myself?

John Lattimore

A loose connection is the likely cause of an intermittently faulty display

A This sounds like a simple hardware fault. Your laptop's display is connected to the guts of the machine by a thin, ribbon-style cable and a small connector. Even though enclosed, these connectors can work loose – and even a slight misalignment is sufficient to cause the symptoms you describe. You can emulate the effect on a desktop PC by loosening the display's connection with the PC's graphics card.

While it might be possible to repair the laptop yourself, there's no point risking your warranty.

Take it back to the shop where you bought it. If you need to demonstrate the problem, a bit of pressure around the bottom of the display or top of the keyboard should be enough.

How do I turn YouTube clips into DVDs?

Q I want to turn YouTube videos into DVDs. I have Windows DVD Maker installed on my Windows 7 PC, and a stack of blank DVD-R discs, but I cannot find any operating instructions. Is it possible to do this?

Geoff Chapman

A There are two processes: saving the YouTube clips as video files on to your computer's hard drive; and then adding those files to Windows DVD Maker.

You should consider legality, as each clip will have its own usage conditions. To play it safe, when searching YouTube click the Filters button (above the video results) and then click Creative Commons: all clips in the results list should be free to download. Learn more about YouTube's Creative Commons licensing at www. snipca.com/20463.

Next, download a YouTube clip. There are many web services that do this, but one of the easiest is TubeNinja,

because all you need to do is add 'dlv' to the YouTube video's web address – by inserting it just after the 'www.' part. So, if the video's address is www.youtube. com/123456789, then edit that to www. dlvyoutube.com/123456 and press Enter. You'll be taken directly to a list of download links. Click the quality you want to start the download.

Then it's over to Windows DVD Maker. Click 'Choose Photos and Videos', followed by 'Add items', navigate to the downloaded clip, select it and click Add. Repeat for more clips. Click Next and select a DVD menu style. Now use the buttons above to change the text (if you want), then click Burn and follow the prompts.
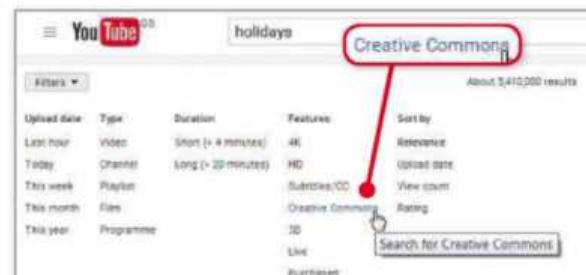
Check Creative Commons for clips that are free to download

How do I remove old devices from Amazon?

Q I've been using Amazon for over a decade now, and during that time I've purchased and read ebooks on about 15 different devices – from an iPhone 3GS to a Kindle Paperwhite, and several in between. My trouble is that both my 'Deliver to' and 'Send a free sample to' menus are cluttered with all those old devices that I no longer own. I know it's not a huge problem, but it does slow me down. Also, for some reason, my new iPhone 6s is referred to as 'Kevin's 4th iPhone', which is technically correct, because it's the

fourth iPhone I've owned, but it's nonetheless confusing. How do I pare down these lists so that they contain just my current iPhone 6 and Kindle Paperwhite? And can I change the name of 'Kevin's 4th iPhone'?

Kevin McFadden

A You need to visit the 'Manage Your Content and Devices' page, at www.amazon.co.uk/ mycd. Log in, click Your Devices and then click to select a device. Next, to delete it from those lists, click the Deregister link and then click Deregister again to confirm.

And yes, you can rename 'Kevin's 4th iPhone'. Click that device and then click the Edit link next to the device name. Type the new name and click Save.
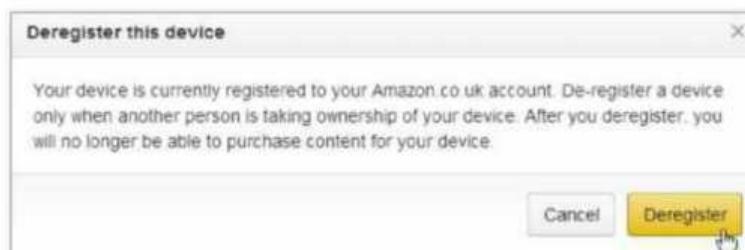
Deregister your old devices to remove them from Amazon's menu lists

How do I print in Opera Mail?

Q I have been trying out the new Opera Mail program. So far I have found it fairly easy to operate, but I have come across one little problem that I have been unable to figure out. Basically, I can see no way to print emails. I'm sure it must be possible and that I'm missing something obvious, but I'm at a loss. What am I missing?

Charlie Waring

A You're missing the menu button, which is hiding under the Opera Mail logo at the top left. Like so many modern programs, Opera Mail has a stripped-back interface, with just a few visible buttons. You'll find all other options – including Print – by clicking that button.

Incidentally, once you've set up the print options (move your cursor to Print and then click 'Print options'), you can summon the Print box by using the keyboard shortcut Control (Ctrl)+P.
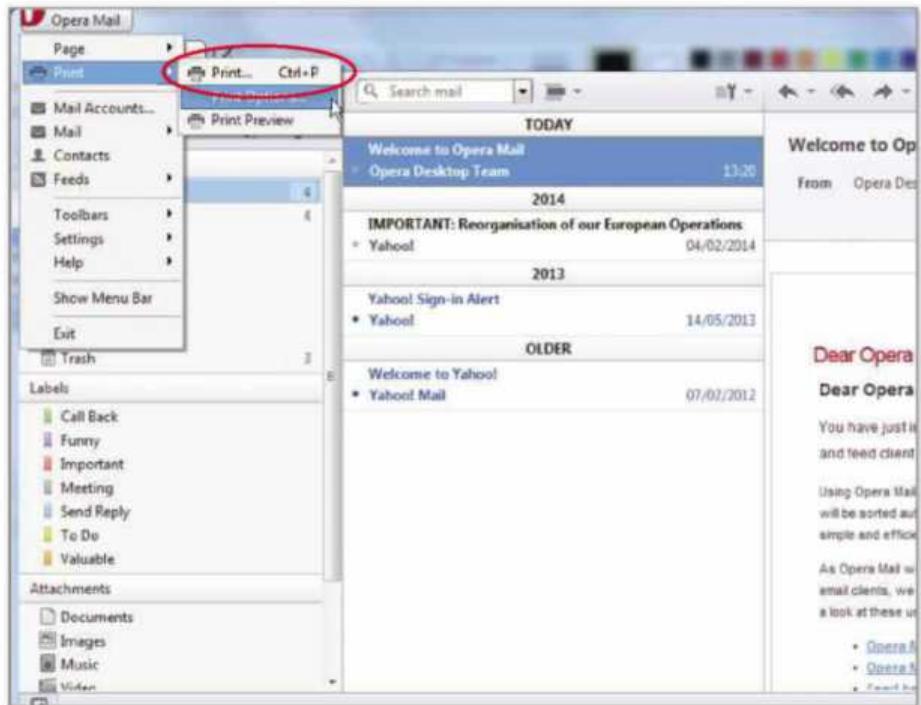
Click the Opera Mail logo to find the Print option

Is Publisher right for my manuscript?

Q I am in the middle of writing my life journal, using Microsoft Publisher. When I'm finished, I am hoping to find a publisher. Is there likely to be a problem submitting my manuscript to publishers using Publisher's PUB format? Or should I be using Microsoft Word instead?

Tom V Moffat

A The answer depends entirely on the publisher.

Microsoft Publisher is great for styling and laying out both text and images. We'd guess that the desire to add pictures is why you chose to work with Publisher. We're sure some publishers will accept the PUB format, as long as they can get at the text (and pictures, if relevant).

However, traditional publishers generally handle both formatting and layouts themselves, so would expect the manuscript in one document (a Microsoft Word file, typically), with any pictures supplied separately.

We say 'traditional' because publishing has been turned on its head in the past decade. These days literally anyone can get a book published, whether electronically or physically, using a so-called print-on-demand company: you send such a company your manuscript and order the number of printed books you want.

Even so, not all of these services are able to handle the PUB format. The popular Lulu.com service, for example, accepts manuscripts in in DOC, DOCX or PDF format. For pictures, it accepts JPG, GIF or PNG.

But really, none of this matters because when the time comes you'll be able to export Publisher files in various ways. You could choose a Word document to retain just the text, say; or a PDF to retain both the text, pictures and layout. To explore the options and experiment with the effects, just click File followed by Save As or Export.
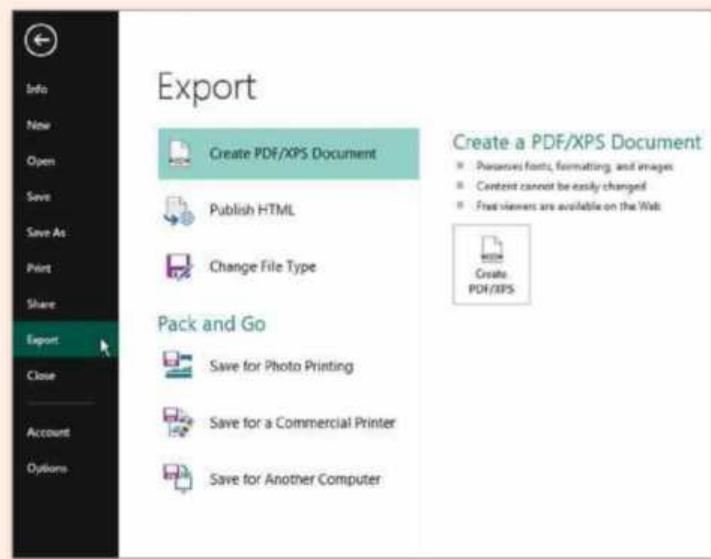
Publishers are likely to accept a journal in the PUB format, but you can choose to export it in a number of different ways

Whatever happened to... FireWire?

Q I was clearing out some clutter the other day when I came across my old camcorder. I haven't used it in years, having converted all the tapes into digital files. But while dusting it off, I saw the port labelled 'IEEE 1394', and remembered that I used this to connect the camcorder to my PC via a larger version of that same socket. I can't remember the name of it, but I know it wasn't USB, and neither of my modern computers has this socket. Do you know what I'm talking about? If so, what happened to it? And how does one connect camcorders to PCs nowadays?

Andy Houseman

A IEEE 1394 was the port's technical name, but most people know (or knew) it as FireWire. This was the brand given to IEEE 1394 by Apple, the company largely responsible for defining the standard. Other companies had their own names for it, such as Sony's i.Link.

The answer to your question about how modern camcorders connect to PCs also reveals what happened to FireWire – over time it simply lost out in popularity to the USB standard. While there are numerous technical differences between FireWire and USB – and different versions of each – USB was cheaper for hardware manufacturers to implement, so it quickly became ubiquitous.

Modern camcorders record footage to swappable memory cards rather than magnetic tape. They also connect to a PC via USB to transfer the video files from those cards. The modern USB 3.0 standard's theoretical maximum transfer speed is 5Gbps, while FireWire never really got beyond 800Mbps – commercially, at least. The older USB 2.0 standard maxed out at 480Mbps, but it was mostly up against the FireWire 400 standard, which managed just 400Mbps.

FireWire fell victim to the rise in popularity of the USB

But perhaps FireWire's fate was really sealed by Steve Jobs, Apple's founder. In a 2008 email response to a customer who had complained about the new MacBook's lack of a FireWire port, Jobs responded curtly that "all of the new HD camcorders of the past few years use USB 2".

✉ Want to know what happened to your favourite program, website or technology? Email noproblem@computeractive.co.uk

Where's my Windows 10 search box?

Q I have recently downloaded Windows 10 and I am getting on with it reasonably well. The one snag I have is that there is no search box at the bottom of the screen. According to a book I have, there should be a search box on the bottom, next to the Start button – and it's shown in the screenshots. Can you please help me get a search box on the bottom of the screen?

George Barnacle

A There are a couple of possibilities. First, the nature of book publishing means that its author and designer may have been working with early (beta) versions of Windows 10. So, it's possible that some features available to them and discussed in their book have since been changed or removed. Indeed, the Windows 10 Technical Preview did have a search bar anchored to the bottom of the Start menu, but this is no longer the case.

However, it could be that you've simply not enabled some features. While the Start menu no longer has a permanent search box, it's possible to put one on the Windows taskbar. But, in Windows' typically arcane fashion, the necessary option only appears when another apparently unrelated option is selected.

Right-click a blank part of the taskbar and choose Properties. Select the taskbar tab and then untick the 'Use small taskbar buttons' box. Click OK. Now right-click the taskbar again, move your cursor to Search, then tick the now-visible 'Show search box' option.

Finally, you may not have realised that you don't actually need a search box. In Windows 10 you can click Start and just begin typing – a search box will appear automatically.
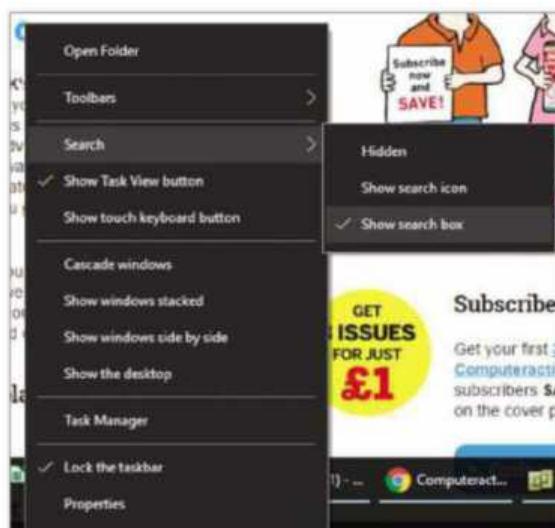
It is possible to add the search box in Windows 10 to the Windows Taskbar
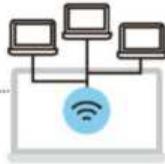
Home networking

Turn on network discovery, share files over a homegroup and set network security for home use

Can't share files between PCs

Whenever you try to join a network on your PC or laptop (whether at home or in your local cafe), you'll see a prompt asking you whether the connection is Public, Work or Home. What you select here determines the level of security that Windows applies while you're connected to the network.

If you have selected Public, you'll be subject to more restrictions as to what you can do (file sharing, for example). As long as you trust the network, changing this setting to Home lets you copy files between PCs. To do this, click the Start button, type control panel and press Enter. Next, click 'Network and Internet' then 'Network and Sharing Center'.

Under the 'View your active networks' section you should see a blue link called 'Public network' (see screenshot above right). Click the link to open the Set Network Location box then click 'Home network' to change the network's security settings.

Can't see other PCs on your network

If you have other PCs connected to your home network but these are not showing in 'Network and Sharing Center', then you should check whether 'Network discovery' is switched on. To do this, go to 'Network and Sharing Center' (see tip above)and click 'Change advanced sharing settings'. Click the down arrow next to 'Home or Work' and select 'Turn on network discovery'

Turn on network discovery to make all PCs on your network visible to your computer (and vice versa)

Click 'Public network' in 'Network and Sharing Center' to relax the restrictions on what you can do

(see screenshot below left). Then click 'Save changes'.

Set up a homegroup

There are a few ways to enable file sharing between PCs on the same network, but the best method is to create a homegroup. This will consist of all computers and devices in the household that use Windows and are able to share photos, music, videos, documents and printers (you can set exactly what you can share on your PC).

To create a homegroup click Start and type homegroup, then click 'Create a homegroup' (if a homegroup already exists on your network you'll be notified at this stage – skip the next paragraph if this is the case).

Now choose what you want to share by ticking and unticking the boxes next to Pictures, Documents, etc, then click Next. Windows will now set up the homegroup and provide you with the password you'll need to add other computers to it, so be sure to keep the password somewhere safe (we'll show you how to retrieve a forgotten homegroup password in the next tip). Click finish.

Now you need to add other computers in your household to your homegroup. On those PCs, click the Start button, type homegroup and press Enter. Now, instead of a 'Create a homegroup' button, you will see a 'Join now' button. Click this, choose the types of file you want the computer to share, then click
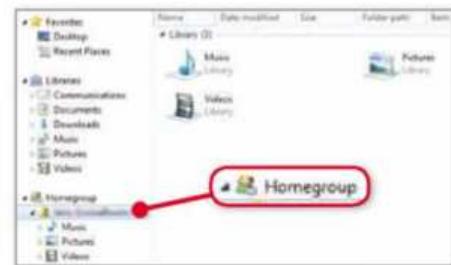
Find your homegroup's shared files by opening File Explorer (or Windows Explorer) and clicking Homegroup

Next. Type the password provided when you set up the homegroup, click Next, then Finish. To see the homegroup's shared files, open File Explorer (Windows Explorer in Windows 7), then click Homegroup in the left-side panel (see screenshot above).

Forgotten homegroup password

If you try to set up a homegroup (see previous tip) and see a message that one already exists on your network, there is a way to discover the password to access it if you've forgotten it or someone else set up the group. The trick is to find out which PC was used to create the homegroup. Click the Start button, type homegroup, press Enter and you'll see a message along the lines of 'Michael on Michael-PC has created a homegroup on the network'. Find the PC referred to in the message, go back to the homegroup menu then click 'View or print the homegroup password' to retrieve it.

If the PC that created the homegroup no longer exists, then the solution is a little more fiddly. First turn off every PC in your home and reboot your router by quickly turning it off and on. Wait a few minutes (until you're sure your router has rebooted) then switch one of your PCs back on. Now return to the homegroup menu and you should see the option to 'Create a homegroup'. Now switch your other PCs on and add them as described in the previous tip.

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No.110	Colour 12ml	£10.99
No.300XL	Black 18ml	£14.99
No.300XL	Colour 18ml	£16.99
No.301XL	Black 15ml	£14.99
No.301XL	Colour 18ml	£16.99
No.337	Black 21ml	£10.99
No.338	Black 21ml	£10.99
No.339	Black 34ml	£12.99
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Grace 6x4	300 photos	£14.99
Grace 7x5	100 photos	£7.99
Grace 7x5	200 photos	£13.99
Grace A4	100 photos	£15.99
Grafton 6x4	200 photos	£9.99
Grafton 7x5	200 photos	£13.99
Baby 6x4	200 photos	£9.99
Travel 6x4	200 photos	£8.99

Traditional Style Albums:
Grace 29x32cm	100 pages	£14.99
Grafton 29x32cm	100 pgs	£14.99
Baby 29x32cm	100 pages	£12.99

Accessories:
Photo Corners Pack of 250	£2.99
Photo Stickers Pack of 500	£1.99

Plastic Bevel, Glass Front:
Frisco 6x4	seven colours	£1.99
Frisco 7x5	seven colours	£2.29
Frisco 8x6	seven colours	£2.79
Frisco 9x6	seven colours	£3.49
Frisco 10x8	seven colours	£3.79
Frisco 12x8	seven colours	£4.59
Frisco A4	seven colours	£3.99
Frisco A3	seven colours	£8.99

Wood Bevel, Glass Front:
Emilia 6x4	two colours	£4.99
Emilia 7x5	two colours	£5.99
Emilia 8x6	two colours	£6.99
Emilia 10x8	two colours	£7.99
Emilia 12x8	two colours	£8.99
Rio 6x4	four colours	£5.99
Rio 7x5	four colours	£6.99
Rio 8x6	four colours	£7.99
Rio 10x8	four colours	£8.99
Rio 12x8	four colours	£9.99

SanDisk USB Pen Drives
8GB: £3.59	16GB: £5.49	32GB: £9.99

Memory

SDHC & SDXC

Sandisk Blue 33X (5MB/s)
4GB	£3.49
8GB	£3.99
16GB	£5.99

Sandisk Ultra 266X (40MB/s)
8GB	£4.99
16GB	£6.99
32GB	£12.99
64GB	£24.99

Sandisk Extreme 400X (60MB/s)
16GB	£10.99
32GB	£17.99
64GB	£34.99

Compact Flash

Sandisk Ultra 333X (50MB/s)
8GB	£11.99
16GB	£15.99
32GB	£24.99

Sandisk Extreme 800X (120MB/s)
16GB	£26.99
32GB	£32.99
64GB	£47.99
128GB	£94.99

MicroSDHC & SDXC

Sandisk Ultra 320X (48MB/s)
16GB	£6.99
32GB	£12.99
64GB	£24.99

Readers & Cases
Delkin USB2	Card Reader	£9.99
Delkin USB3	Card Reader	£19.99
Delkin	SD Card (x8) Case	£6.99
Delkin	CF Card (x4) Case	£6.99

Batteries
BP-511	for Canon	£12.99
LP-E6	for Canon	£16.99
LP-E8	for Canon	£12.99
LP-E12	for Canon	£12.99
EN-EL3E	for Canon	£14.99
NB-2L/LH	for Canon	£9.99
NB-6L	for Canon	£9.99
NB-10L	for Canon	£12.99
NP95	for Fuji	£9.99
NPW126	for Fuji	£12.99
EN-EL3e	for Nikon	£14.99
EN-EL14	for Nikon	£19.99
EN-EL15	for Nikon	£24.99
BLN-1	for Olympus	£24.99
BLC12	for Panasonic	£23.99
FW50	for Sony	£24.99
BX-1	for Sony	£14.99
AA 1300mAh (4)		£3.99
AAA 1100mAh (4)		£3.99

Filters

Screw-type Filters
46mm UV / Haze	£4.99
49mm UV / Haze	£4.99
52mm UV / Haze	£4.99
55mm UV / Haze	£5.99
58mm UV / Haze	£6.99
62mm UV / Haze	£7.99
67mm UV / Haze	£8.99
72mm UV / Haze	£8.99
77mm UV / Haze	£11.99

Skylight Filters from: £5.99
Circular Polarising Filters from: £14.99
ND4 and ND8 Filters from: £11.99

P-Type Square Filters
49-82mm Adapter Rings	£4.99
Filter Holder	£5.99
ND2 Filter	£12.99
ND2 Grad Filter	£13.99
ND4 Filter	£12.99
ND4 Grad Filter	£13.99

Broadband Deals

Call **FREE** on 0800 542 4709 to switch your broadband today

	Provider	Package Name	Monthly Price	Contract Length	Broadband Speed	Allowance	First-year Cost*
1	TalkTalk	TalkTalk: Broadband	**£7.50** (FREE for 18 months)	**18** months	**17Mbps** max speed	∞ unlimited	**CHEAPEST** £0.00
2	plusnet	Plusnet: Broadband	**£9.99** (FREE for 12 months)	**18** months	**17Mbps** max speed	∞ unlimited	£0.00
3	sky	Sky: Broadband	**£10.00** (FREE for 12 months)	**12** months	**17Mbps** max speed	∞ unlimited	£0.00
4	EE	EE: Broadband & Calls	**£9.95** (£1 for 12 months)	**12** months	**17Mbps** max speed	∞ unlimited **	£12.00

Terms & Conditions apply - see ISP sites for details
*First-year cost does not include line rental. Cost is calculated at monthly price x12 with all introductory offers subtracted. Additional charges incurred outside of free inclusive calls not included in first-year cost.
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  The best secret hacks explained

- **TYPE EASIER ON YOUR iPHONE**
  Use a better keyboard than Apple's default

- **GET A POCKET-SIZED CHROMEBOOK**
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Jargon Buster

32bit A measure of how much information a computer can process at once. Most older computers are 32bit.

4K Video with a resolution of at least 3840x2160 pixels.

64bit A technology that processes information in larger chunks. Most modern computers are 64bit.

802.11ac A standard for wireless networks that allows for higher transfer speeds than 802.11n.

802.11n A standard for wireless networks that allows for high transfer speeds.

Beta A version of software that's being tested. Is often released to iron out problems.

Bookmarklet A program stored as a bookmark in your web browser.

Browser hijackers Programs that change your default browser, its homepage and search engine, without prior warning, when you install them.

Cache A temporary space for storing information. Can be memory used on a computer processor, or space on a hard drive used by a web browser.

CSS Cascading Style Sheets. An HTML feature that lets web designers choose how some elements on a website look.

DAB+ An upgraded version of the Digital Audio Broadcasting (DAB) digital radio technology used for broadcasting radio stations.

Download mirror A website that contains the same downloadable software as others, bundled in its own installer.

EXE A program file designed to run in Windows.

File associations Associates a file with an application capable of opening that file.

FreeSync AMD's technology for varying the screen's refresh rate to avoid two frames being shown at the same time

Ghosting In relation to television screens, the appearance of an offset second image that's a ghost-like facsimile of the first. This effect can be caused by radio interference.

Gigabit Ethernet A very fast networking standard that can transfer data at up to 1,000Mbps.

Graphics card A component in a computer that produces the image shown on the monitor.

f2/0 The ratio between the focal length of the lens and the aperture.

HTML Hypertext Markup Language. The language used to write most web pages.

HTML5 The latest version of the Hypertext Markup Language used to create most web pages. HTML5 will soon replace plug-ins such as Flash and Java.

Hz Hertz. A measure of how many instructions a chip can process per second.

IMAP Internet Message Access Protocol. A method for email that lets the user manage messages stored on a remote server.

IP address Internet Protocol Address. A unique set of numbers, separated by full stops, used to identify computers and websites on the internet.

ISO file A type of image file that contains all the data from a CD or DVD.

Megapixel A measure of the amount of detail that can be recorded by a digital image. A one-megapixel image is made up of a million dots (pixels).

Metadata A set of data that gives information about a file.

MicroSD A small type of memory card. Can be converted to SD size using an adapter.

Open source Software that can be modified by anyone, rather than just by the employees of the company that created it.

PCI Express x16 A graphics interface that offers increased bandwidth over the previous AGP8X generation. PCI Express x16 allows up to 4GB/s of peak bandwidth per direction, and up to 8GB/s concurrent bandwidth.

Phishing A form of internet fraud that tries to trick you into revealing personal details.

Plug-in A small program that adds extra features to software or to your web browser.

POP3 Post Office Protocol 3. A system for remotely accessing and retrieving email from an ISP. Most email applications use POP3.

Protocol The agreed standard for transmitting data between devices.

PUB The format for Microsoft's Publisher software.

PUP Potentially Unwanted Program. A program that may not be desired, despite the user consenting to it being downloaded.

QR code Quick Response Code. A barcode that can be read using smartphones and dedicated QR reading devices.

RAM Random-access memory. The computer's working area, used for data storage while the PC is switched on.

Raw A format for digital photos that stores the image exactly as the camera captured it, without compression or optimisation.

SD card Secure Digital card. A popular type of memory card.

Small form factor A type of computer design aimed at minimising the size of a desktop computer.

sRGB A standard RGB colour space for use on monitors, printers and the internet.

System restore point The collection of system files stored by System Restore on a given date and time to which Windows can revert if a problem occurs.

Temporary internet files Website files stored on your hard drive to make web pages load faster.

USB 2.0 Faster successor to USB that's used by devices such as external hard drives.

USB 3.0 An even faster version of the USB standard used to connect devices to a computer.

VA Vertical Alignment. A form of LCDs in which the liquid crystals naturally align vertically between the panes of glass.

VPN Virtual Private Network. A technology for keeping all internet communication safe and private even on insecure networks.

The Final Straw

KEN RIGSBY is *Computeractive*'s Mr Angry

This issue Ken isn't falling for the 'old trick' of…

Apple's overpricing

I magine spending hundreds of your hard-earned pounds on something that did nothing more than spew out endless amounts of hot air. No, I'm not talking about your taxes being hijacked to service politicians' expenses, but the recently announced Dyson Supersonic, also known as the world's most hilariously overpriced hairdryer.

> **Apple has done a great job convincing punters to pay much more than they would for equivalent products**

Seriously, is anyone going to spend £299 for a gadget that costs a tenner from Argos? Okay, it might be unfair to compare a premium product with a bargain-basement brand, but you can buy decent hairdryers for just £40. Why pay £260 extra for a fancy brand name? Surely no one would fall for that old trick! Oh, hello Apple customers – I was just talking about you. Come on, you must know you're being regularly fleeced, right? If you don't know, take solace in the fact that Apple *knows*. Why else would the company take most of the guts of its flagship smartphone (the genuinely great iPhone 6s), put them in the body of an 'all new' smartphone and sell it for a third less?

Because that's what Apple has done with the iPhone SE. It's taken a vastly overpriced gadget, reshaped it a bit and is now selling it for an amount that's still overpriced – only a little less so. But I'll come back to that.

Either Apple has experienced a crisis of conscience or it has an inkling that its premium-pricing game might be up. The world's most profitable company's recent financial results suggest the latter: quarter on quarter, its profits were down 22.8 per cent. That's a huge drop for any business, but for Apple the absolute cash amounts are staggering. Year on year, the firm's revenues were down by around £5bn.

Now, let's be clear: Apple is not in any financial trouble. The company still made roughly £79m a day profit. That's £3.2m an hour profit. £55,000 a... you get the idea. And this is Apple in supposed decline. Over £900 in profit per second.

But one reason Apple ended up with an estimated £140bn cash in the bank – enough to give every man, woman and child in the UK £2,000 – is because its marketing folks have done a very good job at convincing punters to pay very much more than they would for equivalent products elsewhere.

The price disparity isn't as marked as those Dyson and Argos wind-blowers, but when you buy Apple, you're almost always paying a significant premium for the brand. You can buy a smartphone, tablet or laptop that does just as much or more than an equivalent Apple product, but for much less – if you're prepared to forgo the Apple badge.

Apple's recent financial results show that more people are doing just that, hence the iPhone SE: a cheaper, smaller version of the overpriced iPhone 6s. And by all accounts it's selling like hot cakes. Wise punters are voting with their wallets!

Let's look at some figures. The iPhone SE starts at £359. You can pick up a basic phone for about £15 these days but, as I said at the beginning, it's unfair to compare a premium gadget with a bargain-basement gizmo.

So let's assess specifications for a fairer comparison. The iPhone SE has 16GB of memory, a 4in screen and a 12-megapixel camera. Now consider the WileyFox Swift, an Android smartphone with 16GB of memory, a slightly less sharp 4in screen and a reasonable 13-megapixel camera. Shop around and the Swift will set you back around £99. Would you pay £260 more for the fancy brand name? Surely no one would fall for that old trick!

✉ **Do you agree with Ken?**
Let us know at letters@computeractive.co.uk

Next issue Ken orders Microsoft to stop using confusing names for products